



Metropolitan Transportation Commission

101 Eighth Street,
Joseph P. Bort
MetroCenter
Oakland, CA

Meeting Agenda

Operations Committee

Scott Haggerty, Chair Julie Pierce, Vice Chair

Friday, September 11, 2015

9:40 AM

Lawrence D. Dahms Auditorium

Call Meeting to Order

1. Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular non-ex-officio voting members (4).

2. Consent Calendar

- 2a. [15-0762](#) Minutes of July 10, 2015 meeting
- Action: Committee Approval
- Attachments: [2a Minutes July.pdf](#)
- 2b. [15-0764](#) Contract Amendment - Electronic Payment Implementation and Operations On-Call Consultants: Kimley-Horn and Associates, Inc. (\$150,000)
- Action: Committee Approval
- Presenter: Derek Toups
- Attachments: [2b Clipper Contract Actions - September 2015.pdf](#)
- 2c. [15-0765](#) Contract Amendment - Freeway Service Patrol (FSP) Towing Services: Lima Towing and Transportation (\$351,412)
- Action: Committee Approval
- Presenter: Anika Jesi
- Attachments: [2c FSP Tow Contract Beat 21.pdf](#)
- 2d. [15-0766](#) Contract Amendment - On-Call Transportation Engineering and Planning Services - Contra Costa I-680 (North) Northbound Design Alternative Assessment: Fehr & Peers (\$300,000)
- Action: Committee Approval
- Presenter: Toshi Shepard-Ohta
- Attachments: [2d CC 680 DAA - Memo - On Call Services Amendment - Fehr & Peers.pdf](#)

- 2e. [15-0767](#) Fourth Quarter SAFE Financial Statements June 2015 (Unaudited)
- Action: Committee Approval
- Presenter: Sonia Elsonbaty
- Attachments: [2e financial statement.pdf](#)
- 2f. [15-0770](#) Purchase Order Agreement - Maintenance and Support for 511 Interactive Voice Response Software: Nuance Communications, Inc. (\$68,337)
- Action: Committee approval
- Presenter: Janet Banner
- Attachments: [2f_511 IVR Contract.pdf](#)
3. [15-0854](#) Clipper® Policy Regarding Transactions on Lost or Stolen Cards
- Staff and transit operators will review Clipper® policy regarding responsibility for transactions on registered Clipper® cards that are lost or stolen.
- Action: Information
- Presenter: Jason Weinstein
- Attachments: [3 Transactions on Lost or Stolen Clipper Cards.pdf](#)
4. [15-0772](#) Closed Session
- The Operations Committee will meet in Closed Session pursuant to Government Code Section 54956.9(a) and paragraph (2) of subdivision (d) of Section 54956.9 to confer with counsel regarding significant exposure to anticipated litigation based on written communications from counsel to two sets of potential plaintiffs threatening litigation with respect to the Clipper® system and use by blind or visually-impaired patrons.
5. [15-0773](#) Open Session
- Action: Committee Approval

6. Public Comment / Other Business**7. Adjournment / Next Meeting**

The next meeting of the Operations Committee will be held on October 9, 2015 at 9:30 a.m. in the Lawrence D. Dahms Auditorium, First Floor, 101 Eighth Street, Oakland, CA.

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 judgement, 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: MTC 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 510.817.5757 or 510.810.5769 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 510.817.5757 或 510.817.5769 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 510.817.5757 o al 510.817.5769 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

101 Eighth Street,
Joseph P. Bort MetroCenter
Oakland, CA

Legislation Details (With Text)

File #: 15-0762 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 8/10/2015 **In control:** Operations Committee
On agenda: 9/11/2015 **Final action:**
Title: Minutes of July 10, 2015 meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a Minutes July.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of July 10, 2015 meeting

Recommended Action:
Committee Approval

Attachments



Metropolitan Transportation Commission

101 Eighth Street,
Joseph P. Bort
MetroCenter
Oakland, CA

Meeting Minutes - Draft

Operations Committee

Scott Haggerty, Chair Julie Pierce, Vice Chair

Friday, July 10, 2015

9:35 AM

Lawrence D. Dahms Auditorium

Call Meeting to Order

1. Roll Call / Confirm Quorum

Present: 5 - Commissioner Aguirre, Chairperson Haggerty, Commissioner Kinsey, Vice Chair
Pierce and Commissioner Spering

Absent: 2 - Commissioner Halsted and Commissioner Liccardo

Non-Voting Member Present: Commissioner Giacomini

Non-Voting Member Absent: Commissioner Azumbrado

Ex Officio Voting Member Present: Commission Chair Cortese

Ad Hoc Non-Voting Members Present: Commissioner Bates, Commissioner Campos, and
Commissioner Tissier

2. Consent Calendar

Approval of the Consent Calendar

**Upon the motion by Commissioner Kinsey and second by Commissioner Aguirre,
the Consent Calendar was approved by the following vote:**

Aye: 5 - Commissioner Aguirre, Chairperson Haggerty, Commissioner Kinsey, Vice Chair
Pierce and Commissioner Spering

Absent: 2 - Commissioner Halsted and Commissioner Liccardo

a) [15-0579](#) Minutes of June 12, 2015 meeting

Action: Committee Approval

b) [15-0581](#) Arterial Operations Program:
i. Program for Arterial System Synchronization (PASS) FY 2015-16
Cycle of Projects
ii. Contracts - PASS Technical Consultant Services: DKS Associates
(\$196,100); Iteris, Inc. (\$188,600); Kimley-Horn and Associates, Inc.
(\$228,000); TJKM Transportation Consultants (\$222,300)

Action: Committee Approval

Presenter: Lin Zhang

- c) [15-0583](#) Clipper® Program Contract Actions
- i. Contract Change Order - VTA Ticket Office Terminal Enhancements: Cubic Transportation Systems, Inc. (\$130,000)
 - ii. Contract Change Order - AC Transit Platform Readers: Cubic Transportation Systems, Inc. (\$550,000)

Action: Committee Approval

Presenter: Jason Weinstein

- d) [15-0585](#) Bay Area Managed Lanes Implementation Plan: Progress Report

Action: Information

Presenter: Toshi Shepard-Ohta

Approval

- 3a. [15-0698](#) Contract Change Order - Implementation of Clipper® on Sonoma-Marin Area Rail Transit District: Cubic Transportation Systems, Inc. (\$800,000)

Contract change order and a new contract to implement and operate Clipper® on SMART.

Action: Committee Approval

Presenter: Derek Toups

Upon the motion by Commissioner Spering and second by Vice Chair Pierce, Contract Change Order – Implementation of Clipper® on Sonoma-Marin Area Rail Transit District: Cubic Transportation Systems, Inc. (\$800,000) was approved by the following vote:

Aye: 5 - Commissioner Aguirre, Chairperson Haggerty, Commissioner Kinsey, Vice Chair Pierce and Commissioner Spering

Absent: 2 - Commissioner Halsted and Commissioner Liccardo

- 3b. [15-0699](#) Contract - Ticket Vending Machines for Sonoma-Marín Area Rail Transit District: VenTek Transit, Inc. (\$4,300,000)

Contract change order and a new contract to implement and operate Clipper® on SMART.

Action: Committee Approval

Presenter: Derek Touns

Catherine Tran of Cubic Transportation Systems was called to speak

Upon the motion of Commissioner Pierce and second of Commissioner Spering, the Committee unanimously approved the item, whereupon the Committee Secretary notified the Committee Chair that a speaker card had been filed relating to the item. After hearing remarks from the speaker (Catherine Tran, Regional Asset Manager, Cubic Transportation Systems), upon the motion of Commissioner Pierce and second of Commissioner Spering, the Committee unanimously voted to rescind its earlier approval and direct staff to seek best and final offers and return to the Commission with an updated recommendation. The second motion carried by the following vote:

Aye: 5 - Commissioner Aguirre, Chairperson Haggerty, Commissioner Kinsey, Vice Chair Pierce and Commissioner Spering

Absent: 2 - Commissioner Halsted and Commissioner Liccardo

4. [15-0700](#) Clipper® Contract Change Order - Bus Device End-of-Lifecycle Replacement and Spares Replenishment: Cubic Transportation Systems, Inc. (\$6,000,000)

Contract Change Order to obtain Clipper ® devices for installation on transit operator vehicles and replenish the inventory of spare devices.

Action: Committee Approval

Presenter: Jason Weinstein

Upon the motion by Commissioner Spering and second by Commissioner Kinsey, the Clipper® Contract Change Order – Bus Device End-of-Lifecycle Replacement and Spares Replenishment: Cubic Transportation Systems, Inc. (\$6,000,000) was approved by the following vote:

Aye: 5 - Commissioner Aguirre, Chairperson Haggerty, Commissioner Kinsey, Vice Chair Pierce and Commissioner Spering

Absent: 2 - Commissioner Halsted and Commissioner Liccardo

5. [15-0561](#) MTC Resolution No. 3866, Revised (Transit Coordination Implementation Plan Update)

Action: Commission Approval

Presenter: Carol Kuester

Upon the motion by Commissioner Kinsey and second by Commissioner Aguirre, MTC Resolution No. 3866, Revised was referred to the Commission for approval. The motion carried by the following vote:

Aye: 5 - Commissioner Aguirre, Chairperson Haggerty, Commissioner Kinsey, Vice Chair Pierce and Commissioner Spering

Absent: 2 - Commissioner Halsted and Commissioner Liccardo

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the Operations Committee will be held on September 11, 2015 at 9:30 a.m. in the Lawrence D. Dahms Auditorium, First Floor, 101 Eighth Street, Oakland, CA.



Metropolitan Transportation Commission

101 Eighth Street,
Joseph P. Bort MetroCenter
Oakland, CA

Legislation Details (With Text)

File #: 15-0764 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 8/10/2015 **In control:** Operations Committee

On agenda: 9/11/2015 **Final action:**

Title: Contract Amendment - Electronic Payment Implementation and Operations On-Call Consultants:
Kimley-Horn and Associates, Inc. (\$150,000)

Sponsors:

Indexes:

Code sections:

Attachments: [2b Clipper Contract Actions - September 2015.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract Amendment - Electronic Payment Implementation and Operations On-Call Consultants:
Kimley-Horn and Associates, Inc. (\$150,000)

Presenter:

Derek Toups

Recommended Action:

Committee Approval

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 2b

Joseph P. Bort MetroCenter
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Memorandum

TO: Operations Committee

DATE: September 4, 2015

FR: Executive Director

W.I. 310-2700

RE: Contract Amendment – Electronic Payment Implementation and Operations On-Call Consultants: Kimley-Horn and Associates, Inc. (\$150,000)

This memorandum requests Committee approval of a contract amendment with Kimley-Horn and Associates, Inc. (Kimley-Horn), in an amount not to exceed \$150,000 for continued support for budget/funding and program expansion and implementation projects for the Clipper® program in FY 2015-16.

Background

In June 2013, this Committee approved staff's recommendation to enter into a contract with Kimley-Horn to provide the following services: budget/funding management and analysis, field inspections of Clipper® equipment, and other Clipper® operations analysis. Kimley-Horn was selected as part of a panel of on-call consultants in May 2013 eligible to perform work for the electronic payment implementation and operations program. Kimley-Horn is neither a small business nor a disadvantaged business enterprise.

Under the proposed contract amendment, the addition of \$150,000 in funding would enable Kimley-Horn to continue to provide support to the Clipper® budget/fund management process, and to perform field inspections and provide technical management support during FY 2015-16 for the ongoing expansion of Clipper® in the East Bay (AC Transit Bus Rapid Transit, County Connection, Tri-Delta Transit, Union City Transit, WestCAT and Wheels) and North Bay (Petaluma Transit, Santa Rosa CityBus, Sonoma County Transit and Sonoma-Marín Area Rail Transit), as well as to support upgrades of the Clipper® communications network throughout the region. Staff continually reviews the appropriate level of support received from consultants versus provided by internal staff. Additionally, Clipper® transit agency partners are aware and are supportive of this request.

Recommendation

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into one or more contract amendment(s) with Kimley-Horn in an amount not to exceed \$150,000 for the services described above. Attachment 1 includes information about current Clipper® system operations.

Steve Heminger

SH: JW:kj

Attachment 1

Table 1: Summary of System Usage

	Last Month July 2015	Prior Month June 2015	Prior Year July 2014
Transaction Volume			
Average Weekday Ridership ¹	765,654	785,538	705,808
Fee-Generating Transactions ²	21,646,370	21,540,906	19,823,738
Unique Cards Used	849,864	861,788	750,711
Active Card Accounts	1,646,322	1,631,429	1,466,323
Settled Transit Operator Revenue	\$44,109,401	\$43,915,264	\$40,224,875
Autoload Activity			
Percent of Registered Cards with Autoload	35%	35%	37%
Call Volume			
Customer Service Representative (CSR) Calls	29,062	28,392	28,687
CSR Calls per Unique Card Used	0.03	0.03	0.04
Website Traffic			
Unique Visitors - Standard	152,564	155,838	163,877
Unique Visitors - Mobile	55,509	58,266	58,549
Website Visits - Standard	210,876	218,939	226,114
Website Visits - Mobile	94,702	97,875	87,585
Website Visits per Unique Card Used	0.29	0.29	0.42

Notes on System Usage:

Between June and July, changes in system usage were minimal. Average weekday ridership dropped 2.5 percent, unique cards used decreased 1.4 percent and active card accounts grew 0.9 percent. Fee-generating transactions increased 0.5 percent, and settled transit operator revenue was up 0.4 percent.

Changes in customer service activity also were relatively small. Calls to Customer Service increased 2.4 percent. Unique visitors to the desktop website were down 2.1 percent, and total visits to the desktop site dropped 3.7 percent. Unique visitors and total visitors to the mobile site decreased 4.7 percent and 3.2 percent, respectively.

Website visits per unique card used stayed the same, as did the percentage of cards with Autoload.

¹ Includes average daily number of boardings, including transfers but excluding some Caltrain monthly pass trips (Caltrain only requires monthly pass customers to tag their cards once at the beginning of each month).

² Includes single-tag fare payments, BART and Caltrain exits, Golden Gate Transit entries, add-value transactions, opt-out purse refunds and pass use, including institutional passes. Does not include transfers or transactions where fee value is \$0 (e.g., issuance of free cards, zero-value tags in dual-tag systems, etc.).

Table 2: Monthly Market Penetration Rates³

	Monthly Clipper Boardings	Clipper Market Penetration Rate		
		June 2015	May 2015	June 2014
AC Transit	1,803,187	40.1%	40.0%	34.8%
BART ⁴	6,501,918	58.3%	58.9%	55.0%
Caltrain ⁵	300,470	55.4%	60.2%	56.5%
FAST	9,582	11.9%	11.1%	N/A
Golden Gate Ferry	224,103	91.0%	89.2%	86.9%
Golden Gate Transit/Marin Transit	220,753	42.5%	40.3%	41.8%
Napa VINE	2,614	3.9%	3.6%	N/A
SamTrans	359,432	33.7%	34.6%	34.0%
San Francisco Bay Ferry	99,458	45.0%	45.9%	24.9%
SFMTA	9,289,153	49.7%	48.4%	42.9%
SolTrans	19,877	15.7%	10.6%	N/A
Vacaville City Coach	149	0.4%	0.3%	N/A
VTA	1,378,823	36.4%	37.3%	35.1%

³ MTC uses the National Transit Database (NTD) to calculate most market penetration rates. NTD typically has a two-month delay before ridership data are available.

⁴ Calculation of BART monthly market penetration is calculated using monthly BART total exits by ticket type, which is equivalent to number of linked trips per month.

⁵ Calculation of Caltrain market penetration assumes that monthly pass holders board Caltrain 1.75 times a day per weekday. Caltrain sold 15,703 calendar passes during the June 2015 pass vending window.

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	310-2700
Contractor:	Kimley-Horn and Associates, Inc. Oakland, CA
Project Title:	Electronic Payment Implementation and Operations On-Call Consultants
Purpose of Amendment:	Support Clipper® budget/funding and program expansion/implementation projects
Brief Scope of Work:	Clipper® program budget and technical support during FY 2015-16 for the on-going expansion of Clipper® in the East Bay and North Bay, and for Clipper® communications network upgrades region wide.
Project Cost Not to Exceed:	\$150,000 (this Amendment) Total contract value including amendments before this amendment = \$450,000 Total contract amount with this amendment = \$600,000
Funding Source:	STP, CMAQ, STA, and Regional Measure 2 Capital
Fiscal Impact:	Funds are currently available in the FY 2015-16 Clipper® budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into one or more Contract Amendments with Kimley-Horn and Associates, Inc., for the purposes described herein and in the Executive Director's memorandum dated September 4, 2015, and the Chief Financial Officer is authorized to set aside \$150,000 for such Contract Amendments.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: September 11, 2015



Metropolitan Transportation Commission

101 Eighth Street,
Joseph P. Bort MetroCenter
Oakland, CA

Legislation Details (With Text)

File #: 15-0765 **Version:** 1 **Name:**

Type: Report **Status:** Consent

File created: 8/10/2015 **In control:** Operations Committee

On agenda: 9/11/2015 **Final action:**

Title: Contract Amendment - Freeway Service Patrol (FSP) Towing Services: Lima Towing and Transportation (\$351,412)

Sponsors:

Indexes:

Code sections:

Attachments: [2c FSP Tow Contract Beat 21.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract Amendment - Freeway Service Patrol (FSP) Towing Services: Lima Towing and Transportation (\$351,412)

Presenter:
Anika Jesi

Recommended Action:
Committee Approval

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION
SERVICE AUTHORITY
FOR FREEWAYS
AND EXPRESSWAYS

Agenda Item 2c
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Memorandum

TO: Operations Committee

DATE: September 4, 2015

FR: Executive Director

W.I.: 6032

RE: Contract Amendment – Freeway Service Patrol (FSP) Towing Services: Lima Towing and Transportation (\$351,412)

This memorandum seeks Committee approval of a contract amendment in an amount not to exceed \$351,412 to continue replacement tow services on Beat 21 with Lima Towing and Transportation through June 30, 2017.

Background

Beat 21 is the portion of I-680 that extends from Scott Creek Road to Alcosta Blvd. On January 11, 2013 the Committee approved a 4-year contract with Myers Towing to provide tow services on Beat 21. On July 10, 2015, Myers Towing's Beat 21 contract was terminated for repeated violations of the terms of that contract.

On August 5, 2015, MTC SAFE issued an Invitation for Bids (IFB) to a list of prequalified tow contractors. These contractors had passed the final qualifications step in the FY 2013-14 FSP tow procurement and currently operate FSP certified tow yards within 30 minutes driving time from Beat 21. The IFB required that the awarded contractor make two FSP certified trucks available by August 17, 2015 to provide the tow services. Three existing FSP tow contractors, all of whom met the above qualifications, submitted bids for Beat 21. The Executive Director authorized, on August 19, 2015, a \$100,000 contract with the lowest bidder, Lima Towing and Transportation, to provide service on Beat 21 in the short term. The recommended action by the Operations Committee would add \$351,412 to this contract to fund Beat 21 service at a total of \$451,412 through FY 2016-17. Lima Towing is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Lima Towing and Transportation in an amount not to exceed \$351,412 to provide replacement tow services on Beat 21 through June 30, 2017.



Steve Heminger

SH: RR

J:\COMMITTEE\Operations\2015 Operations Comm Packet\09_Ops_Sep_2015\2c_FSP Tow Contract_Beat 21.doc

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	6032
Work Project Title:	FSP Tow Operations
Consultant:	Lima Towing and Transportation
Purpose of Project:	To provide replacement Freeway Service Patrol service through Fiscal Years 2015-16 and 2016-17 on Beat 21, as designated in the Invitation for Bids (IFB) dated July 29, 2015 under the terms and conditions as specified.
Brief Scope of Work:	Provide tow services during hours of congestion and special events as specified by the FSP Partnership, which includes MTC SAFE, Caltrans and CHP.
Project Cost Not to Exceed:	\$451,412
Funding Source:	STP, State, SAFE
Fiscal Impact:	\$351,412 (this amendment) Total Authorized Contract before this amendment = \$100,000 Total Authorized Contract after this amendment = \$451,412
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Lima Towing and Transportation, for the purposes described herein, and that the Chief Financial Officer is authorized to set aside funds in the amount of \$125,706 per fiscal year for FY 2015-16 and \$225,706 per FY 2016-17, or \$351,412 in total, subject to approval of the annual MTC SAFE operating budget.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: September 11, 2015



Metropolitan Transportation Commission

101 Eighth Street,
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Oakland, CA

Legislation Details (With Text)

File #: 15-0766 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 8/10/2015 **In control:** Operations Committee

On agenda: 9/11/2015 **Final action:**

Title: Contract Amendment - On-Call Transportation Engineering and Planning Services - Contra Costa I-680 (North) Northbound Design Alternative Assessment: Fehr & Peers (\$300,000)

Sponsors:

Indexes:

Code sections:

Attachments: [2d_CC_680_DAA - Memo - On Call Services Amendment - Fehr & Peers.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract Amendment - On-Call Transportation Engineering and Planning Services - Contra Costa I-680 (North) Northbound Design Alternative Assessment: Fehr & Peers (\$300,000)

Presenter:

Toshi Shepard-Ohta

Recommended Action:

Committee Approval

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 2d

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Memorandum

TO: Operations Committee

DATE: September 4, 2015

FR: Executive Director

W. I. 1237

RE: Contract Amendment – On-Call Transportation Engineering and Planning Services – Contra Costa I-680 (North) Northbound Design Alternative Assessment: Fehr & Peers (\$300,000)

This item would authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Fehr & Peers to provide On-Call Transportation Engineering and Planning Services for the Contra Costa I-680 (North) Northbound Design Alternative Assessment (the “Assessment”) in an amount not to exceed \$300,000 over a period ending June 30, 2016. Fehr & Peers is recommended based on statements of qualifications solicited from pre-qualified on-call transportation engineering and planning consultants.

Partnership with Contra Costa Transportation Authority

MTC will partner with the Contra Costa Transportation Authority (CCTA) to prepare the Assessment because this work ties directly to MTC’s I-680 Northbound HOV/Express Lane gap closure project. The outcomes from the Assessment will be carried forward as part of the gap closure project’s future environmental review phase. The \$300,000 cost for the Assessment will be split equally between MTC and the CCTA. At the September 16, 2015 CCTA board meeting, CCTA staff will request approval to enter into a funding/cooperative agreement with MTC to jointly fund the Assessment. MTC and CCTA will vet technical/engineering issues together with local jurisdictions (Walnut Creek, Pleasant Hill, San Ramon and Danville) throughout the Assessment work.

Background

In January 2013, MTC issued a Request for Qualifications to pre-qualify firms to provide on-call transportation engineering and planning services to support the Freeway Performance Initiative, the Regional Express Lanes Network, and other similar operational programs for a three-year period ending June 30, 2016. At its May 10, 2013 meeting, the Operations Committee approved a pre-qualified panel of seven consultants to provide on-call transportation engineering and planning services in three service categories: (1) Data Collection, (2) Traffic Analysis, and (3) General Planning Support, on an as-needed basis.

The purpose of the Assessment is to evaluate a range of operational improvement strategies for the Contra Costa I-680 northbound corridor between Livorna Road in Alamo and North Main Street in Walnut Creek to address traffic congestion. The outcome of the Assessment will form a set of alternatives to be included in the future Project Approval & Environmental Document phase of BAIFA’s I-680 Northbound HOV/Express Lane gap closure project as well as reflected in MTC’s Columbus Day Initiative and/or Managed Lanes Implementation Plan.

Consultant Selection Process

On July 22, 2015, MTC staff solicited Statements of Qualifications (SOQs) from the six firms that were pre-qualified under the Traffic Analysis service category. These firms included Cambridge Systematics, Inc., DKS Associates, Fehr & Peers, Kimley-Horn & Associates, Inc., Kittelson and Associates, Inc., and TJKM Transportation Consultants. MTC received SOQs from all firms except for DKS Associates.

A panel of MTC and Contra Costa Transportation Authority staff evaluated the qualifications of each firm based on the following factors, in descending order of importance:

1. Demonstrated understanding of the project and ability of the team to meet MTC's objectives;
2. Qualifications of firms and proposed staff to complete the work;
3. Schedule and capacity to provide qualified personnel; and
4. Management of resources.


Based upon evaluation of the SOQs, staff recommends the selection of Fehr & Peers. This firm is recommended because of its understanding of the project and its challenges, the proposed project management team, and staff experience. Fehr & Peers and subcontractor HDR have both worked on the other relevant studies in the corridor and are familiar with the project and the potential limitations to its analysis. This familiarity informed a proposal that efficiently addressed the study schedule constraints. The project management team of Eddie Barrios and Rob Rees are experienced engineers and project managers familiar with the corridor and well equipped to manage a multi-disciplinary approach covering traffic engineering, safety, design feasibility, and cost effectiveness. Attachment A includes a summary of Fehr & Peers' and its project team's small business and disadvantaged business enterprise status.

The table below provides the final rankings based upon the results of the panel's evaluation:

Consultant	Ranking
Fehr & Peers	1
Kittelson & Associates	2
Kimley Horn	3
TJKM	4
Cambridge Systematics	5

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Fehr & Peers in an amount not to exceed \$300,000 to provide On-Call Transportation Engineering and Planning Services to conduct a Design Alternative Assessment for the Contra Costa I-680 (North) Northbound Corridor.



Steve Heminger

Attachment A
Disadvantaged Business Enterprises for
Contra Costa I-680 (North) Northbound Design Alternative Assessment: Fehr & Peers

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Fehr & Peers	Project management & traffic engineering			X			X
Subcontractor	CHS Consulting Group	Traffic analysis	X	32117		X	1142562	
Subcontractor	HDR	Civil design, cost estimation			X			X

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

**Denotes certification by the State of California.

REQUEST FOR COMMITTEE APPROVAL
Summary of Consultant Contract Amendment

Work Item No.:	1237
Consultant:	Fehr & Peers, Walnut Creek, CA
Work Project Title:	On-Call Transportation Engineering and Planning Services
Purpose of Project:	Provide On-Call Transportation Engineering and Planning Services for the Contra Costa I-680 (North) Northbound Design Alternative Assessment
Brief Scope of Work:	Consultant shall work with MTC, CCTA, and local jurisdictions to evaluate a range of operational improvement strategies for the I-680 northbound between Livorna Road and North Main Street. The outcome of this design alternative assessment will form a set of alternatives to be included in the future Project Approval & Environmental Document phase of the I-680 Northbound HOV/express lane gap closure project as well as reflected in MTC's Columbus Day Initiative and/or Managed Lanes Implementation Plan.
Project Cost Not to Exceed:	\$300,000 (this amendment) Total Contract before this amendment: \$680,000 Total Authorized Contract after this amendment: \$980,000
Funding Source:	CMAQ
Fiscal Impact:	Funds are included in the agency budget for FY 2015-16
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Fehr & Peers to provide the consulting services described above and in the Executive Director's memorandum dated September 4, 2015 and the Chief Financial Officer is directed to set aside funds in the amount of \$300,000 for such amendment.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: September 11, 2015



Metropolitan Transportation Commission

101 Eighth Street,
Joseph P. Bort MetroCenter
Oakland, CA

Legislation Details (With Text)

File #: 15-0767 **Version:** 1 **Name:**

Type: Report **Status:** Consent

File created: 8/10/2015 **In control:** Operations Committee

On agenda: 9/11/2015 **Final action:**

Title: Fourth Quarter SAFE Financial Statements June 2015 (Unaudited)

Sponsors:

Indexes:

Code sections:

Attachments: [2e_financial_statement.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Fourth Quarter SAFE Financial Statements June 2015 (Unaudited)

Presenter:
Sonia Elsonbaty

Recommended Action:
Committee Approval

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 2e
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Memorandum

TO: Operations Committee

DATE: September 4, 2015

FR: Executive Director

W.I.: 1231

RE: Fourth Quarter SAFE Financial Statements June 2015 (Unaudited)

Please find attached for Committee receipt the SAFE financial statements for the fourth quarter ending June 30, 2015. The June 30 financials are preliminary, unaudited and subject to change upon completion of the Fiscal Year 2014-15 audit.

SAFE Operating Program:

The unaudited SAFE results for FY 2014-15 shows a surplus of \$2 million. There will be additional accrual of expenditures before the results are final. The surplus also does not include \$1.4 million of encumbrances that will carry over into the next fiscal year. An increase in vehicle registrations in all 9 counties helped vehicle registration fees exceed the adopted budget by \$414,208 or 7.0%.

Overall revenue for the FSP program came in \$1.9 million under budget although it was partially offset by a reduction of \$1.8 million in expense. The Local Assistance Programs (LAP) revenue came in \$1.6 million below budget due to lower freeway service operating expense.

SAFE Capital Program:

The total life-to-date capital budget for SAFE is \$22 million. As of the end of FY 2014-15, life-to-date expenses plus encumbrances total \$21 million. During this fiscal year, the Freeway Performance Initiative was completed and will be removed from subsequent reports.

If you have any questions about this report, please contact Eva Sun at (510) 817-5795.



Steve Heminger

SH:ES

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PURCHASE ORDERS EXECUTED BY EXECUTIVE DIRECTOR

		Apr-Jun'15
<i>T-Mobile USA Inc</i>		2,500
	<i>Cell Phone Data Service</i>	
<i>American Tow</i>		10,000
	<i>Tow Beat</i>	
<i>Another Dancing Bear</i>		2,776
	<i>FSP Safety Equipment</i>	
<i>CDW Government Inc</i>		4,001
	<i>Computer Equipment</i>	
<i>Crystal Communications</i>		7,916
	<i>Communications Equipment</i>	
<i>Myers Towing</i>		6,181
	<i>Tow Beat</i>	
<i>B&A Body Work and Tow</i>		3,268
	<i>Tow Beat</i>	
<i>ATLAS Towing Service</i>		3,305
	<i>Tow Beat</i>	

CONTRACTS EXECUTED BY EXECUTIVE DIRECTOR
\$100,000 and Under

		Apr-Jun'15
<i>All Counties Towing</i>		13,000
	<i>Tow Beat</i>	
<i>Amer Tow Inc.</i>		49,000
	<i>Tow Beat</i>	
<i>Yarbrough Bros Towing</i>		15,000
	<i>Tow Beat</i>	
<i>Atlas Towing Service</i>		46,000
	<i>Tow Beat</i>	
<i>Campbells Towing</i>		36,000
	<i>Tow Beat</i>	
<i>Teletran Tek</i>		16,000
	<i>Data Analytical Service</i>	
<i>Price Waterhouse Coopers LLP</i>		54,052
	<i>Annual Audit</i>	

MTC Service Authority for Freeways and Expressways
Operating Budget
As of June 2015 (Unaudited)

	1	2	3
	FY 2014-15 Budget	Actual YTD	Budget Balance Over (Under)
<u>SAFE Program</u>			
REVENUE:			
Vehicle Registration Fees	6,000,000	6,414,208	414,208
Surface Transportation Program (STP)	650,000	442,878	(207,122)
Interest Income	6,000	1,809	(4,191)
Other Revenue	-	5,938 *	5,938
Total Revenue	6,656,000	6,864,833	208,833
EXPENSE:			
Salaries and Benefits	286,700	278,608	(8,092)
General Operations	540,300	581,221	40,921
Consultant Services	535,000	446,222	(88,778)
Callbox Operating Expense	655,000	619,105	(35,895)
Total Expense	2,017,000	1,925,156	(91,844)
OPERATING TRANSFERS In (Out):			
MTC	(2,680,852)	(853,181)	(1,827,671)
FSP	(1,814,900)	(1,921,736)	106,836
Operating Reserve	(143,248)	(2,164,760)	2,021,512
Total Transfers	(4,639,000)	(4,939,677)	300,677
NET Operating Revenue (Exp)	-	-	

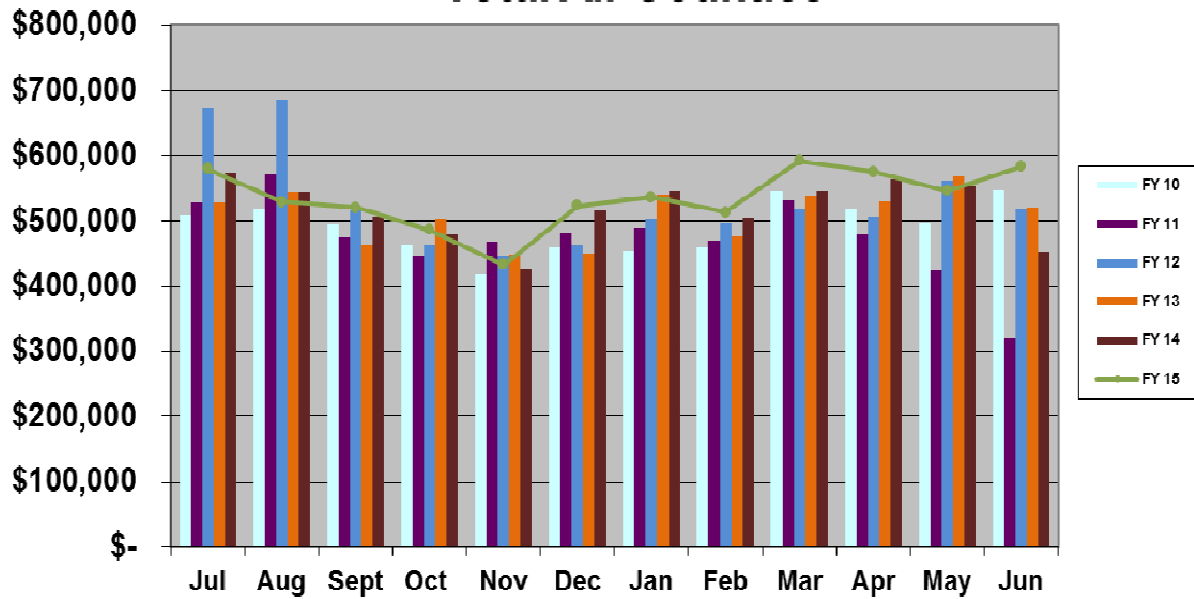
* Revenue is from damaged call boxes.

	1	2	3
	FY 2014-15 Budget	Actual YTD	Budget Balance Over (Under)
<u>FSP Program</u>			
REVENUE:			
Local Assistance Program (LAP)	5,850,000	4,257,828	(1,592,172)
Surface Transportation Program (STP)	3,500,000	3,148,822	(351,178)
Traffic Mitigation Program	100,000	96,776	(3,224)
Total Revenue	9,450,000	7,503,426	(1,946,574)
EXPENSE:			
Salaries and Benefits	566,700	509,733	(56,967)
General Operations	378,800	281,224	(97,576)
Consultant Services	365,000	211,855	(153,145)
Freeway Serv Operating Expense	9,954,400	8,422,350	(1,532,050)
Total Expense	11,264,900	9,425,162	(1,839,738)
TRANSFERS In (Out):			
Transfers from Callbox	1,814,900	1,921,736	(106,836)
Total Transfers	1,814,900	1,921,736	(106,836)
Ending Balance	-	-	

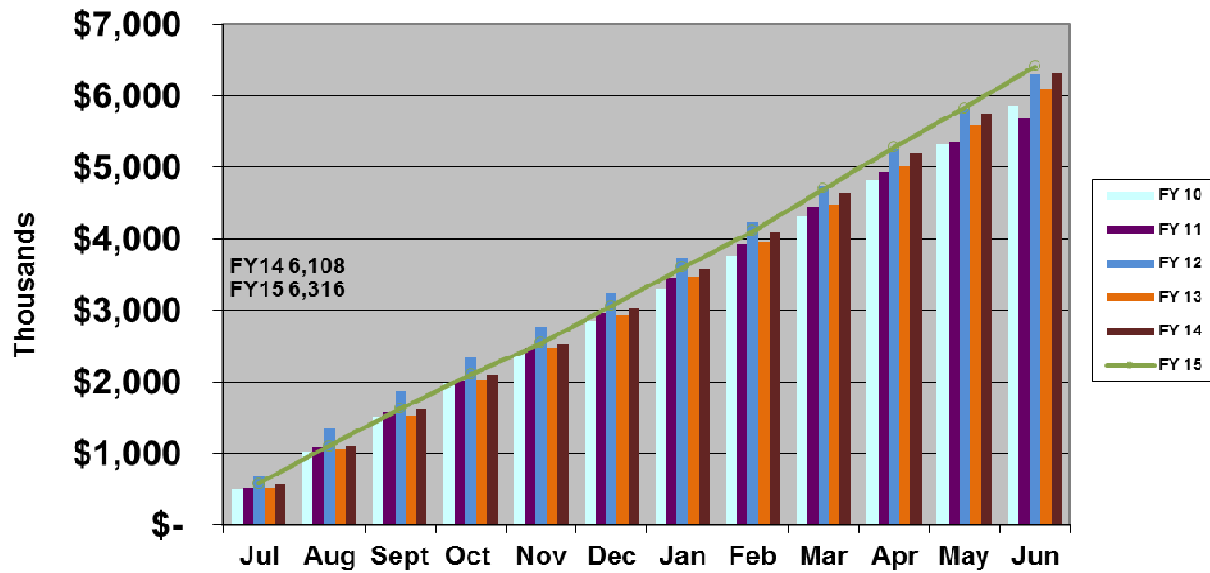
MTC Service Authority for Freeways and Expressways
Capital Budget
As of June 2015 (Unaudited)

	1	2	3	4
<u>Capital Program</u>	LTD Budget			Project Balance
	Thru FY 2014-15	Actual LTD	Encumbrance	LTD Over (Under)
<u>Active Programs</u>				
REVENUE:				
1. CMAQ	9,929,244	9,419,671	-	(509,573)
2. Caltrans	700,000	698,969	-	(1,031)
3. Solano Transportation Authority	150,000	163,893	-	13,893
4. Miscellaneous	516,000	484,299	-	(31,701)
5. STP	1,556,260	150,605	-	(1,405,655)
Total Revenue	12,851,504	10,917,437	-	(1,934,067)
EXPENSE:				
6301 Bridge Callboxes	3,771,000	3,435,519	333,328	(2,153)
6303- Bay Area Camera Upgrade	9,464,583	8,597,683	743,760	(123,140)
6306- Data - AVL telecom system update	2,942,000	1,693,539	619,086	(629,375)
6314-Callbox Site Mitigation	1,150,000	974,625	76,359	(99,017)
6315-Freeway Performance Initiative	4,868,354	4,412,257	-	(456,097)
Total Expense	22,195,937	19,113,622	1,772,533	(1,309,781)
TRANSFERS In/(Out):				
BATA	3,711,000	3,711,000	-	-
SAFE	5,633,433	5,993,262	-	359,829
Total Transfer In/(Out)	9,344,433	9,704,262	-	359,829
Ending Balance	-	1,508,077	-	-
Closed in FY15				

Total DMV Revenue Total All Counties



Total YTD All Counties DMV Revenue (\$000)





Metropolitan Transportation Commission

101 Eighth Street,
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Oakland, CA

Legislation Details (With Text)

File #:	15-0770	Version:	1	Name:	
Type:	Contract	Status:		Consent	
File created:	8/11/2015	In control:		Operations Committee	
On agenda:	9/11/2015	Final action:			
Title:	Purchase Order Agreement - Maintenance and Support for 511 Interactive Voice Response Software: Nuance Communications, Inc. (\$68,337)				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	2f_511 IVR Contract.pdf				

Date	Ver.	Action By	Action	Result
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Subject:

Purchase Order Agreement - Maintenance and Support for 511 Interactive Voice Response Software: Nuance Communications, Inc. (\$68,337)

Presenter:

Janet Banner

Recommended Action:

Committee approval

Attachments



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Agenda Item 2f

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Memorandum

TO: Operations Committee

DATE: September 4, 2015

FR: Executive Director

W.I.: 1224

RE: Purchase Order Amendment – Maintenance and Support for 511 Interactive Voice Response Software: Nuance Communications, Inc. (\$68,337)

This item seeks authorization for the extension of a sole source End User License Agreement (EULA) with Nuance Communications, Inc. for its Interactive Voice Response (IVR) software. The EULA includes permission to use the software plus an option for maintenance and support services. The software license has no associated cost, having been previously paid for through a 511 subcontract with Nuance. The maintenance and support services option is for an amount not to exceed \$68,337 for services from August 2015 to August 2016

Background

During the past 12 years, 511 has used Nuance's IVR software through an agreement between a 511 subcontractor and Nuance. Nuance's IVR software is used by the 511 phone system to recognize callers' requests and then provide a speech response. With the IVR software, callers can receive a wide range of information, including real-time traffic conditions, real-time transit departure times, information about special events including emergencies, and transfers to transit agencies' customer service centers.

In 2012, due to the business dissolution of the 511 subcontractor, LogicTree, the 511 prime contractor, SAIC, attempted to assume the Nuance relationship directly. During this transition, Nuance updated its EULA and the new version contained terms which were unfavorable to MTC, as the end user. These unfavorable terms included a requirement that SAIC broadly limit its liability to MTC for damages resulting from the use of the IVR software. In 2013, after considerable discussion with SAIC and Nuance, MTC staff determined that the most beneficial approach was for the agency to assume the contract with Nuance directly, since this resolved the issue related to the limitation on SAIC's liability.

The continued use of Nuance's IVR software is desirable for several reasons: 1) the 511 system was designed to interface with the Nuance software and redesigning the 511 phone system to be compatible with a different vendor's IVR software would be very costly; 2) the 511 system has used Nuance software for over twelve years and MTC's contracted software developers and system administrators are

experienced in maintaining a Nuance-based system, thereby enhancing the 511 phone system's reliability and reducing the operations costs; and, 3) Nuance is the recognized market leader in the IVR software industry. Staff anticipates that the maintenance and support services option may be renewed on an annual basis.

Recommendation

Staff recommends this Committee authorize the Executive Director or his designated representative to extend the sole-source End User License Agreement with Nuance including maintenance and support services through August 2016 in an amount not to exceed \$68,337.



Steve Heminger

SH: JB

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Purchase Order Amendment

Work Item No.:	1224
Vendor:	Nuance Communications, Inc., Burlington, MA
Work Project Title:	511 Interactive Voice Response Software, Support & Maintenance
Purpose of Project:	Provide Support for 511 Phone System's Voice Recognition and Response Software.
Brief Scope of Work:	Nuance will continue to provide maintenance and support to MTC for Nuance's interactive voice recognition and response software used by the 511 phone system.
Project Cost Not to Exceed:	<p>\$68,337 (This amendment)</p> <p>Total Purchase Order before this Amendment: \$186, 372</p> <p>Total Authorized Purchase Order after this Amendment: \$254,709</p>
Funding Source:	STP (\$60,498) and SAFE (\$7,839)
Fiscal Impact:	Funding is included in the FY15-16 Agency budget.
Motion by Committee:	That the Executive Director or his designee is authorized to extend the End User License Agreement with Nuance Communications, Inc. for 511 Interactive Voice Response software as described above and in the Executive Director's memorandum dated September 4, 2015 and the Chief Financial Officer is directed to set aside funds in the amount of \$68,337 for the Maintenance and Support fee.
Operations Committee:	<hr/> <p>Scott Haggerty, Chair</p>
Approved:	Date: September 11, 2015



Metropolitan Transportation Commission

101 Eighth Street,
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Oakland, CA

Legislation Details (With Text)

File #: 15-0854 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 9/2/2015 **In control:** Operations Committee
On agenda: 9/11/2015 **Final action:**
Title: Clipper® Policy Regarding Transactions on Lost or Stolen Cards

Staff and transit operators will review Clipper® policy regarding responsibility for transactions on registered Clipper® cards that are lost or stolen.

Sponsors:

Indexes:

Code sections:

Attachments: [3 Transactions on Lost or Stolen Clipper Cards.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Policy Regarding Transactions on Lost or Stolen Cards

Staff and transit operators will review Clipper® policy regarding responsibility for transactions on registered Clipper® cards that are lost or stolen.

Presenter:

Jason Weinstein

Recommended Action:

Information

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 3

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Memorandum

TO: Operations Committee

DATE: September 4, 2015

FR: Executive Director

W. I. 310-2700

RE: Clipper® Policy Regarding Transactions on Lost or Stolen Cards

Recently, a local TV news station covered the story of a registered Clipper® cardholder who lost his Clipper® card, promptly reported the loss to the Clipper® customer service center, and was nevertheless charged for \$24 worth of transit trips he did not take. This item is to provide information on how the Clipper® program currently handles transactions on cards reported as lost or stolen, and Clipper® staff's plans to review current practice with transit operators and recommend changes.

Background

Clipper® offers registered cardholders the benefit of balance replacement on a lost or stolen Clipper® card, subject to payment of a \$5.00 card replacement fee; this benefit is not available to unregistered cardholders. Under the current Clipper® system design, it is impossible to immediately prevent further use of a Clipper® card reported as lost or stolen. The method for barring usage of a Clipper® card is to send a card block action to devices. Such actions are sent out once a day to all Clipper® card readers.

Per the terms of the current Clipper® cardholder license agreement, a registered cardholder remains financially liable for any transactions that occur on the same day that the cardholder informs Clipper® that his or her card has been lost or stolen. If the cardholder is not held responsible for these charges, MTC or the transit operators would have to absorb the loss of revenue.

This policy, like many Clipper® policies, was set early in the life of the program and attempts to balance fairness to customers with the need to collect fares and discourage fraud. Some policies have been revised over time based on experience and on enhanced system capability. The next generation Clipper® system should have the capability to block cards much more quickly.

Next Steps

MTC and Clipper® transit operators will consider changing the program rule that holds a registered cardholder responsible for trips throughout the day a card loss or theft is reported. The evaluation of any possible changes to this program rule will consider technical feasibility, revenue impact, program public image, costs and challenges of implementation and ongoing administration, and risks of fraud or error. Staff will report back to this Committee on the findings of the evaluation and any recommendation for action on this topic.



Steve Heringer

SH:ck:dw

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Metropolitan Transportation Commission

101 Eighth Street,
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Oakland, CA

Legislation Details (With Text)

File #:	15-0772	Version:	1	Name:	
Type:	Report	Status:		Informational	
File created:	8/12/2015	In control:		Operations Committee	
On agenda:	9/11/2015	Final action:			
Title:	Closed Session				

The Operations Committee will meet in Closed Session pursuant to Government Code Section 54956.9(a) and paragraph (2) of subdivision (d) of Section 54956.9 to confer with counsel regarding significant exposure to anticipated litigation based on written communications from counsel to two sets of potential plaintiffs threatening litigation with respect to the Clipper® system and use by blind or visually-impaired patrons.

Sponsors:

Indexes:

Code sections:

Attachments:

Date	Ver.	Action By	Action	Result
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Subject:

Closed Session

The Operations Committee will meet in Closed Session pursuant to Government Code Section 54956.9(a) and paragraph (2) of subdivision (d) of Section 54956.9 to confer with counsel regarding significant exposure to anticipated litigation based on written communications from counsel to two sets of potential plaintiffs threatening litigation with respect to the Clipper® system and use by blind or visually-impaired patrons.



Metropolitan Transportation Commission

101 Eighth Street,
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Oakland, CA

Legislation Details (With Text)

File #: 15-0773 **Version:** 1 **Name:**

Type: Report **Status:** Committee Approval

File created: 8/12/2015 **In control:** Operations Committee

On agenda: 9/11/2015 **Final action:**

Title: Open Session

Sponsors:

Indexes:

Code sections:

Attachments:

Date	Ver.	Action By	Action	Result
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Subject:
Open Session

Recommended Action:
Committee Approval