



Metropolitan Transportation Commission

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

Meeting Agenda

Operations Committee

Committee Members:

Scott Haggerty, Chair Julie Pierce, Vice Chair

*Alicia Aguirre, Anne Halsted, Steve Kinsey,
Sam Liccardo, Jim Sperling*

Non-Voting Members: Tom Azumbrado, Dorene M. Giacomini

Friday, May 13, 2016

9:30 AM

The Board Room - 1st Floor

This meeting is scheduled to be webcast live on the Metropolitan Transportation Commission's Website: <http://mtc.ca.gov/whats-happening/meetings> and will take place at 9:30 a.m.

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. Pledge of Allegiance

3. Compensation Announcement - Committee Secretary

4. Consent Calendar

- 4a. [15-1494](#) Minutes of April 8, 2016 meeting

Action: Committee Approval

Attachments: [4a Minutes Apr 2016](#)

- 4b. [15-1502](#) Third Quarter MTC SAFE Financial Statements March 2016

Action: Committee Approval

Presenter: Sonia Elsonbaty

Attachments: [4b 3rd Qtr MTC SAFE Financial Statements Mar 2016](#)

- 4c.** [15-1497](#) Contract Actions - Clipper® Customer Communications and In-Person Customer Services
- i. Contract - Customer Information Services: MIG, Inc. (\$550,000)
 - ii. Contract Amendment - Distribution and Communications Planning and Support Services: Synapse Strategies (\$250,000)
 - iii. Contract Amendment - Clipper® Customer Education/Outreach Services: Caribou Public Relations (\$200,000)
 - iv. Funding Agreement Amendment - Customer Service Center at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)
 - v. Contract Amendment - Customer Service Center/Transportation Kiosk at Embarcadero San Francisco Bay Area Rapid Transit District (BART) Station Operations: Nematode Holdings, LLC (\$625,000)
 - vi. Contract Amendment - Customer Service Center/Bay Crossings at San Francisco Ferry Building Operations: Nematode Holdings, LLC (\$300,000)

Action: Committee Approval

Presenter: Jason Weinstein

Attachments: [4c_Clipper Contract Actions](#)

- 4d.** [15-1498](#) Funding Agreement - I-880 Integrated Corridor Management North Segment Project: Alameda-Contra Costa Transit District (\$309,000)

Action: Committee Approval

Presenter: Sarah Burnworth

Attachments: [4d_Funding Agreement I-880](#)

- 4e.** [15-1501](#) MTC Resolution No. 4226: Right of Way Certification Authority for MTC Projects

Action: Commission Approval

Presenter: Rosalynn Chongchaikit

Attachments: [4e_MTC Resolution No. 4226](#)

- 4f. [15-1499](#) Consultant Panel: On-Call Consultant Assistance for Electronic Payment Implementation and Operations
(Acumen Building Enterprise, Inc., Alexan RPM, ALINC Consulting, Inc., Atkins North America, Inc., Auriga Corporation, Caribou Public Relations, Inc., CH2M, Inc., ChypUSA, Inc., HNTB Corporation, IBI Group, Informatix, Inc., Invoke Technologies, Jacobs Engineering Group, Inc., Kimley-Horn, KPMG LLP, LTK Engineering Services, Matsumoto Consulting LLC, MIG, Inc., OneWorld Communications, Inc., Resource Development Associates, Sidecar, a Division of Swirl, Inc., Silicon Transportation Consultants (STC), Solutions for Transit, Synapse Strategies, Traffic Technologies Inc., Virginkar and Associates, Inc. (VAI), Wilson, Sparling & Associates (WS&A))
- Action: Committee Approval
- Presenter: Stephen Abbanat
- Attachments: [4f_EPS Implementation and Ops Bench_May 2016](#)

5. Information

- 5a. [15-1386](#) High-Occupancy Vehicle (HOV) Data Collection Summary: Occupancy, Clean Air Vehicles, and Violations
- A report of key findings and trends on how the region's HOV lanes are performing based on new field data on vehicle occupancy, clean air vehicles and violations that were collected as part of the ongoing Managed Lanes Implementation Plan effort.
- Action: Information
- Presenter: Ashley Nguyen
- Attachments: [5a_HOV Data Collection Summary](#)

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the Operations Committee will be June 10, 2016, 9:35 a.m. at the Board Room on the first floor of the Bay Area Metro Center, 375 Beale Street, San Francisco, 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 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 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 #: 15-1494 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 4/5/2016 **In control:** Operations Committee
On agenda: 5/13/2016 **Final action:**
Title: Minutes of April 8, 2016 meeting
Sponsors:
Indexes:
Code sections:
Attachments: [4a Minutes Apr 2016](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of April 8, 2016 meeting

Recommended Action:
Committee Approval

Attachments



Metropolitan Transportation Commission

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

Meeting Minutes - Draft

Operations Committee

Committee Members:

Scott Haggerty, Chair Julie Pierce, Vice Chair

*Alicia Aguirre, Anne Halsted, Steve Kinsey,
Sam Liccardo, Jim Spering*

Non-Voting Members: Tom Azumbrado, Dorene M. Giacopini

Friday, April 8, 2016

9:35 AM

Lawrence D. Dahms Auditorium

1. Roll Call / Confirm Quorum

Rollcall

Present: 7 - Commissioner Aguirre, Chairperson Haggerty, Commissioner Halsted, Commissioner Kinsey, Commissioner Liccardo, Vice Chair Pierce and Commissioner Spering

Non-Voting Member Present: Commissioner Giacopini

Non-Voting Member Absent: Commissioner Azumbrado

Ex Officio Voting Members Present: Commission Chair Cortese and
Commission Vice Chair Mackenzie

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

2. Consent Calendar

Approval of the Consent Calendar

**Upon the motion by Vice Chair Pierce and second by Commissioner Kinsey, the
Consent Calendar was unanimously approved by the following vote:**

Aye: 7 - Commissioner Aguirre, Chairperson Haggerty, Commissioner Halsted, Commissioner Kinsey, Commissioner Liccardo, Vice Chair Pierce and Commissioner Spering

2a. [15-1379](#) Minutes of March 11, 2016 meeting

Action: Committee Approval

2b. [15-1381](#) Contract Change Order - Statement on Standards for Attestation
Engagement No. 16 (SSAE 16) Report: Cubic Transportation Systems,
Inc. (\$200,000)

Action: Committee Approval

Presenter: Jason Weinstein

3. Information

3a. [15-1113](#) I-80 SMART Corridor Project Update

Update on the I-80 SMART Corridor Project.

Action: Information

Presenter: David Man and Dan McElhinney, Caltrans

3b. [15-1474](#) BART Operations and Maintenance Update

Update on the San Francisco Bay Area Rapid Transit (BART) response to its recent operations and maintenance problems. This briefing also will include comments from Contra Costa County Transit Authority (CCCTA) on its role to support BART's service disruptions.

Action: Information

Presenter: Melanie Crotty, MTC; Paul Oversier, BART; and Rick Ramacier and Bill Churchill, CCCTA

4. Public Comment / Other Business

5. Adjournment / Next Meeting

The next meeting of the Operations Committee will be May 13, 2016, 9:00 a.m. at a location to be duly noticed.



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #: 15-1502 **Version:** 1 **Name:**
Type: Report **Status:** Consent
File created: 4/7/2016 **In control:** Operations Committee
On agenda: 5/13/2016 **Final action:**
Title: Third Quarter MTC SAFE Financial Statements March 2016
Sponsors:
Indexes:
Code sections:
Attachments: [4b_3rd Qtr MTC SAFE Financial Statements Mar 2016](#)

Date	Ver.	Action By	Action	Result
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Subject:
Third Quarter MTC SAFE Financial Statements March 2016

Presenter:
Sonia Elsonbaty

Recommended Action:
Committee Approval

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 4b
Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

TO: Operations Committee

DATE: May 6, 2016

FR: Executive Director

W.I.: 1231

RE: Third Quarter MTC SAFE Financial Statements March 2016

Please find attached for Committee receipt the MTC SAFE financial statements for the third quarter ended March 31, 2016.

SAFE Program

Vehicle registration fees through the third quarter of \$4.8 million are slightly higher than the budgeted amount, due to an increase of registered vehicles.

FSP Program

Total program expenditures through the third quarter are \$5.6 million and 86% of the expenses are for tow related expenses.

Capital Program

The total life-to-date budget for the Capital Programs is \$24 million. As of the end of the third quarter of FY 2015-16, life-to-date expenses for those programs plus encumbrances total \$16 million.

If you have any questions about this report, please contact Brian Mayhew at (510) 817-5730.



Steve Heminger

SH: es

J:\COMMITTEE\Operations\2016 Operations Comm Packet\05_OPS_May 2016\4b_3rd Qtr SAFE Financial Statements March 2016-cover memo.docx

MTC Service Authority for Freeways and Expressways
Operating Budget
As of March 2016

	1	2	3	4	5	6
	FY 2015-16 Budget	Actual YTD	Budget Balance	% of Budget	% of Budget year Expired	Encumbrances
<u>SAFE Program</u>						
REVENUE:						
Vehicle Registration Fees	6,200,000	4,764,371	1,435,629	76.8%	75.0%	
Surface Transportation Program (STP)	150,000	150,000	-	100.0%	75.0%	
BATA	300,000	300,000	-	100.0%	75.0%	
Interest Income	6,000	3,112	2,888	51.9%	75.0%	
Other Revenue	-	7,647	(7,647)	0.0%	75.0%	
Total Revenue	6,656,000	5,225,129	1,430,871	78.5%	75.0%	
EXPENSE:						
Salaries and Benefits	210,500	171,535	38,965	81.5%	75.0%	22,732
General Operations	484,900	391,712	93,188	80.8%	75.0%	8,580
Consultant Services	397,500	143,486	254,014	36.1%	75.0%	223,628
Callbox Operating Expense	670,000	313,819	356,181	46.8%	75.0%	334,890
Total Expense	1,762,900	1,020,552	742,348	57.9%	75.0%	589,830
OPERATING TRANSFERS In (Out):						
MTC	(2,092,900)	(657,163)	(1,435,737)	31.4%	75.0%	-
FSP	(2,502,100)	(1,409,138)	(1,092,962)	56.3%	75.0%	-
Operating Reserve	(298,100)	(2,138,276)	1,840,176	717.3%	75.0%	-
Total Transfers	(4,893,100)	(4,204,577)	(688,523)	85.9%	75.0%	-
NET Operating Revenue (Exp)	-	-	-			

	1	2	3	4	5	6
	FY 2015-16 Budget	Actual YTD	Budget Balance	% of Budget (col 2/1)	% of Budget year Expired	Encumbrances
<u>FSP Program</u>						
REVENUE:						
Local Assistance Program (LAP)	5,800,000	3,098,060	2,701,940	53.4%	75.0%	
Surface Transportation Program (STP)	2,065,000	1,095,193	969,807	53.0%	75.0%	
Traffic Mitigation Program	100,000	28,924	71,076	28.9%	75.0%	
Total Revenue	7,965,000	4,222,177	3,742,823	53.0%	75.0%	
EXPENSE:						
Salaries and Benefits	697,400	458,724	238,676	65.8%	75.0%	-
General Operations	442,700	273,447	169,253	61.8%	75.0%	524
Consultant Services	335,000	56,036	278,964	16.7%	75.0%	12,644
Freeway Serv Operating Expense	8,992,000	4,843,108	4,148,892	53.9%	75.0%	3,961,812
Total Expense	10,467,100	5,631,315	4,835,785	53.8%	75.0%	3,974,981
TRANSFERS In (Out):						
Transfers from Callbox	2,502,100	1,409,138	1,092,962	56.3%	75.0%	-
Total Transfers	2,502,100	1,409,138	1,092,962	56.3%	75.0%	-
Ending Balance	-	-	-			

MTC Service Authority for Freeways and Expressways
Capital Budget
As of March 2016

	1	2	3	4	5
<u>Capital Program</u>	LTD Budget			Project Balance	Actual LTD
	Thru FY 2015-16	Actual LTD	Encumbrance	LTD	plus Encumb
<u>Active Programs</u>					
REVENUE:					
1. CMAQ	6,810,390	6,804,641	-	5,749	-
2. STP	1,556,260	721,378	-	834,882	
Total Revenue	8,385,489	7,526,019	-	859,470	
EXPENSE:					
6301 Bridge Callboxes	3,771,000	3,239,412	77,747	453,841	453,841
6303- Bay Area Camera Upgrade	9,464,583	8,597,683	743,760	123,140	123,140
6306- Data - AVL telecom system update	3,342,000	1,953,009	359,614	1,029,377	1,029,377
6314-Callbox Site Mitigation	1,650,000	974,625	76,359	599,016	599,016
6318-Connected Vehicles & Telematic	2,500,000	-	-	2,500,000	2,500,000
6319-Active OPS Mgt Program	3,200,000	-	-	3,200,000	3,200,000
Total Expense	23,927,583	14,764,729	1,257,480	7,905,374	7,905,374
TRANSFERS In/(Out):					
BATA	3,711,000	3,711,000	-	-	3,711,000
SAFE	11,831,094	5,633,830	-	6,197,264	5,633,830
Total Transfer In/(Out)	15,542,094	9,344,830	-	6,197,264	9,344,830
Ending Balance	-	2,106,120	-	-	1,439,456

PURCHASE ORDERS EXECUTED BY EXECUTIVE DIRECTOR

\$2,500 - \$200,000		Jan-Mar'16
AT&T		\$15,000
	<i>Wireless data service</i>	
Crystal Communication		\$3,000
	<i>Radio supplies - Freeway Safety Patrol</i>	
Abacus Product Inc		\$2,995
	<i>Supplies - Freeway Safety Patrol</i>	
Symmetrical Designs		\$2,940
	<i>Website maintenance</i>	

CONTRACTS EXECUTED BY EXECUTIVE DIRECTOR
\$200,000 and Under

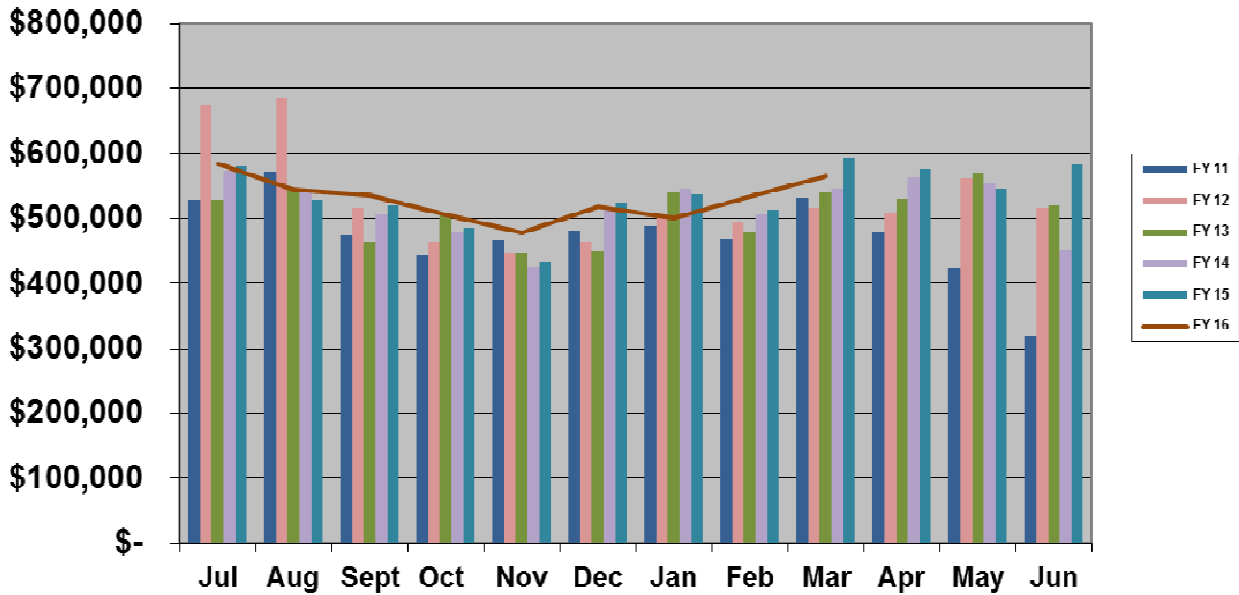
Jan-Mar'16

OneWorld Commuication

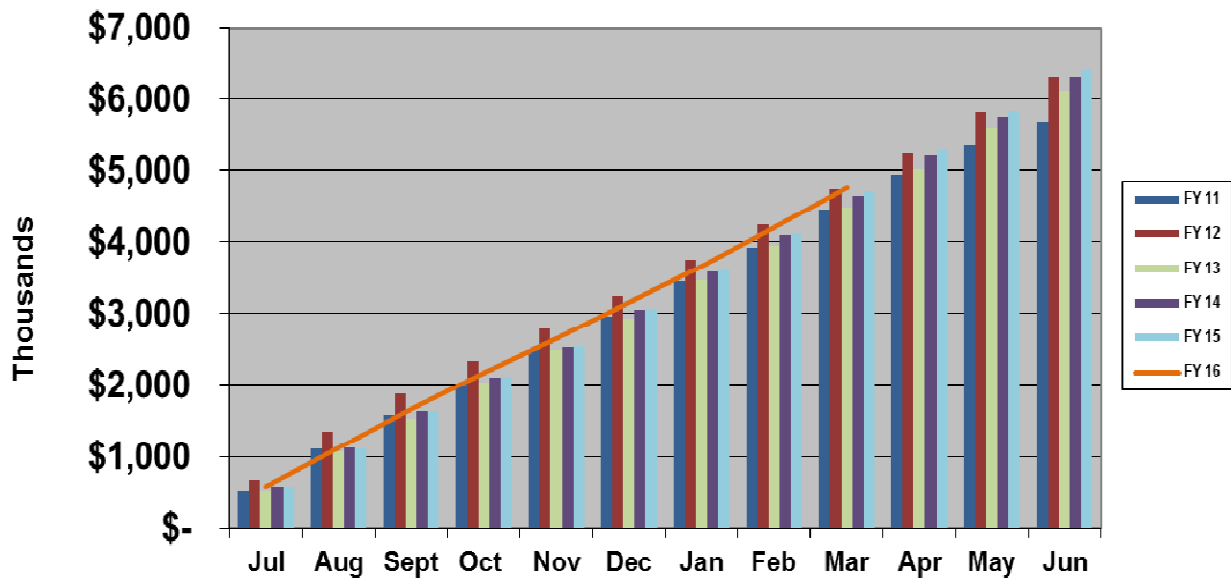
\$150,000

Raido air coverrage service for SAFE

Total DMV Revenue Total All Counties



Total YTD All Counties DMV Revenue (\$000)





Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #:	15-1497	Version:	1	Name:	
Type:	Contract	Status:		Consent	
File created:	4/5/2016	In control:		Operations Committee	
On agenda:	5/13/2016	Final action:			
Title:	Contract Actions - Clipper® Customer Communications and In-Person Customer Services				
	i. Contract - Customer Information Services: MIG, Inc. (\$550,000)				
	ii. Contract Amendment - Distribution and Communications Planning and Support Services: Synapse Strategies (\$250,000)				
	iii. Contract Amendment - Clipper® Customer Education/Outreach Services: Caribou Public Relations (\$200,000)				
	iv. Funding Agreement Amendment - Customer Service Center at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)				
	v. Contract Amendment - Customer Service Center/Transportation Kiosk at Embarcadero San Francisco Bay Area Rapid Transit District (BART) Station Operations: Nematode Holdings, LLC (\$625,000)				
	vi. Contract Amendment - Customer Service Center/Bay Crossings at San Francisco Ferry Building Operations: Nematode Holdings, LLC (\$300,000)				

Sponsors:

Indexes:

Code sections:

Attachments: [4c Clipper Contract Actions](#)

Date	Ver.	Action By	Action	Result
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Subject:

- Contract Actions - Clipper® Customer Communications and In-Person Customer Services
- Contract - Customer Information Services: MIG, Inc. (\$550,000)
 - Contract Amendment - Distribution and Communications Planning and Support Services: Synapse Strategies (\$250,000)
 - Contract Amendment - Clipper® Customer Education/Outreach Services: Caribou Public Relations (\$200,000)
 - Funding Agreement Amendment - Customer Service Center at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)
 - Contract Amendment - Customer Service Center/Transportation Kiosk at Embarcadero San Francisco Bay Area Rapid Transit District (BART) Station Operations: Nematode Holdings, LLC (\$625,000)
 - Contract Amendment - Customer Service Center/Bay Crossings at San Francisco Ferry Building Operations: Nematode Holdings, LLC (\$300,000)

Presenter:

Jason Weinstein

Recommended Action:

Committee Approval

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 4c
Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

TO: Operations Committee

DATE: May 6, 2016

FR: Executive Director

W.I.: 1231

RE: Contract Actions – Clipper® Customer Communications and In-Person Customer Services

- i. Contract – Customer Information Services: MIG, Inc. (\$550,000)
- ii. Contract Amendment – Distribution and Communications Planning and Support Services: Synapse Strategies (\$250,000)
- iii. Contract Amendment – Clipper® Customer Education/Outreach Services: Caribou Public Relations (\$200,000)
- iv. Funding Agreement Amendment – Customer Service Center at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)
- v. Contract Amendment – Customer Service Center/Transportation Kiosk at Embarcadero San Francisco Bay Area Rapid Transit District (BART) Station Operations: Nematode Holdings, LLC (\$625,000)
- vi. Contract Amendment – Customer Service Center/Bay Crossings at San Francisco Ferry Building Operations: Nematode Holdings, LLC (\$300,000)

The contracts described in this memo are to provide ongoing education and outreach to current and potential Clipper® customers, as well as in-person Clipper® customer services. The three in-person customer service centers assist Clipper® customers by directly issuing new and replacement adult, youth and senior cards; accepting multiple forms of payment for Clipper® value, including transit benefit vouchers and debit cards; and offering program information to the public.

Attachment 1 includes information about current Clipper® system operations.

Contract Actions

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into the following contract actions:

i. Contract – Customer Information Services: MIG, Inc. (MIG) (\$550,000)

In July 2014, this Committee approved a list of Consultants prequalified to enter into contracts with MTC to provide on-call consultant assistance for customer information services. Under this Request for Qualifications, MIG was prequalified to perform work in the areas of strategic planning, creative design and online services. MIG is neither a small business enterprise (SBE) nor a disadvantaged business enterprise (DBE). MIG's subcontractor, Convey, is a certified SBE and DBE, as referenced on Attachment 2.

The scope of work for this new contract includes strategic planning and implementation of customer education initiatives in support of the launch of Clipper® on new transit services, including Sonoma Marin Area Rail Transit (SMART) and Union City Transit. MIG will also

support ongoing operational changes, such as fare policy changes and Clipper® system improvements, by updating the Clipper® website and brochures, as well as by producing signage and handouts for Clipper® customer service locations, retailers and outreach efforts.

This item was approved by the Clipper® Executive Board on April 25, 2016.

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into a contract with MIG for a period of performance through June 30, 2017, at a cost not to exceed \$550,000, subject to Commission approval of the FY 2016-17 agency budget.

ii. Contract Amendment – Distribution and Communications Planning and Support Services: Synapse Strategies (Synapse) (\$250,000)

This Committee approved Synapse as part of the Clipper® Electronic Payment Implementation and Operations bench in May 2013, and MTC executed a contract with Synapse in July 2014. Tasks under this contract include strategic planning and management of customer education initiatives and research, as well as assistance with operational reporting. Synapse is a certified DBE, as referenced on Attachment 2. There are no subcontractors to Synapse.

This item was approved by the Clipper® Executive Board on April 25, 2016.

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Synapse to continue existing, ongoing contract tasks at a cost not to exceed \$250,000, subject to Commission approval of the FY 2016-17 agency budget.

iii. Contract Amendment – Clipper® Customer Education/Outreach Services: Caribou Public Relations (Caribou) (\$200,000)

This Committee approved Caribou as part of the On-Call Consultant Assistance for the Operational Programs Customer Information Services bench in July 2014, and MTC subsequently executed a contract in September 2014. Under the proposed amendment, MTC will add \$200,000 to the contract in order for Caribou to continue its work providing Clipper® education and outreach services to Bay Area transit riders, including Title VI protected customers. Caribou is a certified DBE, as referenced on Attachment 2. There are no subcontractors to Caribou.

This item was approved by the Clipper® Executive Board on April 25, 2016.

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Caribou at a cost not to exceed \$200,000, subject to Commission approval of the FY 2016-17 budget.

iv. Funding Agreement Amendment – Customer Service Center at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)

In April 2012, MTC executed a funding agreement with AC Transit for the provision of Clipper® customer services at AC Transit's headquarters in Oakland. AC Transit's multilingual staff issue new and replacement cards, distribute Clipper® brochures, and are trained to provide information about using Clipper® on all participating transit services.

This item was approved by the Clipper® Executive Board on April 25, 2016.

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into a funding agreement amendment with AC Transit to

extend the period of performance through June 30, 2017, at a cost not to exceed \$250,000, subject to Commission approval of the FY 2016-17 agency budget.

v. Contract Amendment – Customer Service Center/Transportation Kiosk at Embarcadero San Francisco Bay Area Rapid Transit District (BART) Station Operations: Nematode Holdings, LLC (Nematode) (\$625,000)

In October 2009, the Bay Area Toll Authority (BATA) executed a competitively-procured agreement with Nematode Holdings, LLC (“Nematode”) for operation of a transportation support kiosk in the Embarcadero BART station. This agreement was later assigned to MTC. The final option to extend that agreement expired June 30, 2015. MTC subsequently executed a sole source contract for Nematode to continue providing Clipper® in-person customer service at this location based on Nematode’s having secured a multi-year permit from BART to operate this highly-visible kiosk space. Staff recommends extending the period of performance for the existing contract through June 30, 2017, which is when Nematode’s permit for the current space is set to expire. Nematode is neither an SBE nor a DBE. There are no subcontractors to Nematode.

This item was approved by the Clipper® Executive Board on April 25, 2016.

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Nematode through June 30, 2017, at a cost not to exceed \$625,000, subject to Commission approval of the FY 2016-17 agency budget.

vi. Contract Amendment – Customer Service Center/Bay Crossings at San Francisco Ferry Building Operations: Nematode Holdings, LLC (Nematode) (\$300,000)

In January 2011, MTC entered into a sole source contract with Nematode to begin offering expanded Clipper® customer services, including issuance of new and replacement cards, based on the unique position of this store as the only vendor in the San Francisco Ferry Building selling transit tickets to ferry commuters and tourists. Under this agreement, Nematode is also responsible for the operation and maintenance of the ferry departure flap sign in the central lobby of the Ferry Building. Nematode is neither an SBE nor a DBE. There are no subcontractors to Nematode.

This item was approved by the Clipper® Executive Board on April 25, 2016.

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Nematode to extend the period of performance through June 30, 2017, at a cost not to exceed \$300,000, subject to Commission approval of the FY 2016-17 agency budget.



Steve Heminger

Attachments:

- Attachment 1: Current Clipper® system operations
- Attachment 2: Disadvantaged Business Enterprise and Small Business Enterprise Status

SH: KJ

J:\COMMITTEE\Operations\2016 Operations Comm Packet\05_OPS_May 2016\4c_Clipper Contract Actions - Customer Comm and IPCSC_dft_kj_v5.docx

Attachment 1

Table 1: Summary of System Usage

	Last Month March 2016	Prior Month February 2016	Prior Year March 2015
Transaction Volume			
Average Weekday Ridership ¹	820,826	820,898	804,125
Fee-Generating Transactions ²	22,819,399	21,343,536	21,821,965
Unique Cards Used	897,304	900,488	824,215
Active Card Accounts	1,768,171	1,760,696	1,583,806
Settled Transit Operator Revenue	\$47,619,933	\$45,126,885	\$44,026,577
Autoload Activity			
Percent of Registered Cards with Autoload	32%	32%	35%
Call Volume			
Customer Service Representative (CSR) Calls	27,397	27,120	29,203
CSR Calls per Unique Card Used	0.03	0.03	0.04
Website Traffic			
Unique Visitors - Standard	132,473	133,342	135,156
Unique Visitors - Mobile	54,662	56,244	42,961
Website Visits - Standard	188,663	188,509	192,557
Website Visits - Mobile	92,140	93,842	73,808
Website Visits per Unique Card Used	0.31	0.31	0.32

Notes on System Usage:

Average weekday ridership stayed virtually the same – without the benefit of the Super Bowl – while unique cards used dropped 0.4 percent. However, fee-generating transactions grew 6.9 percent and settled transit operator revenue was up 5.5 percent. Active card accounts were up a slight 0.4 percent. Autoload usage stayed the same, while use of customer service channels changed very little: Calls to customer service and website visits per unique card use were the same, and total visits to the desktop website was barely up, 0.1 percent. We saw slight drops in unique visits to the desktop website (-0.7 percent), unique visits to the mobile site (-2.8 percent) and total visits to the mobile site (-1.8 percent).

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		
	February 2016	February 2016	January 2016	February 2015
AC Transit	1,817,060	40.7%	43.0%	40.2%
BART ⁴	6,680,035	62.0%	62.9%	60.5%
Caltrain ⁵	877,932	62.1%	59.9%	62.2%
Golden Gate Ferry	182,471	95.8%	96.1%	95.1%
Golden Gate Transit	166,992	36.7%	39.6%	41.1%
SamTrans	400,632	37.1%	34.6%	34.2%
SFMTA (Muni)	8,658,325	48.6%	48.0%	49.2%
VTA	1,625,901	47.8%	44.0%	37.4%
WETA	104,825	54.6%	61.6%	55.6%
Napa Solano Group	32,151	9.4%	10.0%	6.6%
FAST	11,148	12.8%	12.6%	8.7%
Napa VINE	1,837	2.1%	4.1%	3.2%
SolTrans	19,017	14.8%	15.1%	8.8%
Vacaville City Coach	149	0.4%	0.5%	0.4%
East Bay Group	82,028	10.8%	9.6%	N/A
County Connection	25,019	8.0%	7.3%	N/A
Tri Delta Transit	25,291	12.2%	10.5%	N/A
WestCAT	19,194	18.8%	17.3%	N/A
Wheels (LAVTA)	12,524	9.2%	7.7%	N/A

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 15,925 calendar passes during the February 2016 pass vending window.

Attachment 2
Disadvantaged Business Enterprise and Small Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	MIG, Inc.	Customer Information Services			X			X
Subcontractor	Convey, Inc.	Communications and Outreach	X	38411		X	1367600	
Subcontractor	FM3, Inc.	Research			X			X
Prime Contractor	Lisa Hale (d/b/a Synapse Strategies)	Communications Planning	X	41964				X
Prime Contractor	Caribou Public Relations	Outreach	X	41619				X
Prime Contractor	Nematode Holdings, LLC	Customer Service Provider			X			X

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

**Denotes certification by the State of California.

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	320-1221
Contractor:	MIG, Inc. Berkeley, CA
Project Title:	Public Awareness and Customer Education Services
Purpose of Amendment:	Inform transit riders about Clipper®, how to get a card, how to load value, and how to pay fares with Clipper®.
Brief Scope of Work:	Provide customer education information through printed materials, content on clippercard.com and other websites, and, where appropriate, paid media, i.e., advertisements.
Project Cost Not to Exceed:	\$550,000
Funding Source:	Regional Measure 2 Marketing and Operations
Fiscal Impact:	Funds dependent on the approval of the FY 2016-17 agency budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with MIG, Inc., for the purposes described herein and in the Executive Director's memorandum dated May 6, 2016, and the Chief Financial Officer is authorized to set aside \$550,000 for such contract, subject to adoption of the FY 2016-17 agency budget.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: May 13, 2016

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	320-1221
Contractor:	Synapse Strategies Oakland, CA
Project Title:	Distribution and Communications Planning and Support Services
Purpose of Contract:	Provide oversight and support for customer education, distribution, and customer service functions.
Brief Scope of Work:	Oversee in-person customer education/outreach services; planning and support services related to Clipper [®] marketing and communication and customer service initiatives.
Project Cost Not to Exceed:	\$250,000 (this amendment) Total Contract value including amendments before this amendment = \$415,000 Total contract amount with this amendment = \$665,000
Funding Source:	Regional Measure 2 Marketing
Fiscal Impact:	Funds dependent on the approval of the FY 2016-17 agency budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Synapse Strategies, for the purposes described herein and in the Executive Director's memorandum dated May 6, 2016, and the Chief Financial Officer is authorized to set aside \$250,000 for such contract amendment, subject to adoption of the FY 2016-17 agency budget.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: May 13, 2016

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	320-1221
Contractor:	Caribou Public Relations Martinez, CA
Project Title:	Clipper® Customer Education/Outreach Services
Purpose of Amendment:	On-call public outreach services.
Brief Scope of Work:	Provide general education and communicate the benefits of Clipper® to Bay Area transit riders, including Title VI protected customers.
Project Cost Not to Exceed:	\$200,000 (this Amendment) Total contract value including amendments before this amendment = \$140,000 Total contract amount with this amendment = \$340,000
Funding Source:	Regional Measure 2 Marketing
Fiscal Impact:	Funds dependent on the approval of the FY 2016-17 agency budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Caribou Public Relations for the purposes described herein and in the Executive Director's memorandum dated May 6, 2016, and the Chief Financial Officer is authorized to set aside \$200,000 for such contract amendment, subject to adoption of the FY 2016-17 agency budget.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: May 13, 2016

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Funding Agreement Amendment

Work Item No.:	320-1221
Contractor:	Alameda-Contra Costa Transit District (AC Transit) Oakland, CA
Project Title:	In-Person Clipper® Customer Service Center at AC Transit Headquarters
Purpose of Amendment:	Provide Clipper® in-person customer service center in the East Bay
Brief Scope of Work:	Operate Clipper® in-person customer service center at AC Transit's District Headquarters building located at 1600 Franklin Street in Oakland.
Project Cost Not to Exceed:	\$250,000 (this amendment) Total funding agreement value including amendments before this amendment = \$1,076,200 Total authorized funding agreement amount with this amendment = \$1,326,200.
Funding Source:	Regional Measure 2 Operating, Regional Measure 2 Marketing and STA
Fiscal Impact:	Funds dependent on the approval of the FY 2016-17 agency budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a funding agreement amendment with AC Transit, for the purposes described herein and in the Executive Director's memorandum dated May 6, 2016, and the Chief Financial Officer is authorized to set aside \$250,000 for such funding agreement amendment, subject to adoption of the FY 2016-17 agency budget.

Operations Committee:

Scott Haggerty, Chair

Approved:

Date: May 13, 2016

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.: 320-1221

Contractor: Nematode Holdings, LLC
San Francisco, CA

Project Title: Customer Service Center/Transportation Information Kiosk
at Embarcadero BART Station Operations

Purpose of Amendment: Provide Clipper® in-person customer service, such as
issuance of new and replacement cards, and sell FasTrak®
transponders, and operate 511 Departure Times displays.

Brief Scope of Work: Contractor shall provide trained staff to support a range of
Clipper® customer services.

Project Cost Not to Exceed: \$625,000 (this Amendment)
Total contract value including amendments before this
amendment = \$525,000
Total contract amount with this amendment = \$1,150,000

Funding Source: Regional Measure 2 Operating, Regional Measure 2 Marketing
and STA

Fiscal Impact: Funds dependent on the approval of the FY 2016-17 agency
budget.

Motion by Committee: That the Executive Director or his designee is authorized to
negotiate and enter into a contract amendment with Nematode
Holdings, LLC, for the purposes described herein and in the
Executive Director's memorandum dated May 6, 2016, and the
Chief Financial Officer is authorized to set aside \$625,000 for
such contract amendment, subject to adoption of the FY 2016-17
agency budget.

Operations Committee:

Scott Haggerty, Chair

Approved:

Date: May 13, 2016

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	320-1221
Contractor:	Nematode Holdings, LLC San Francisco, CA
Project Title:	Customer Service Center/Bay Crossings at San Francisco Ferry Building Operations
Purpose of Amendment:	Provide Clipper® in-person customer service, such as issuance of new and replacement cards, and sell FasTrak® transponders, distribute MTC project materials and maintain ferry schedule flap sign display.
Brief Scope of Work:	Contractor shall provide trained staff to support a range of Clipper® customer services and the operations and maintenance of the ferry schedule flap sign display.
Project Cost Not to Exceed:	\$300,000 (this amendment) Total Contract value including amendments before this amendment = \$1,204,030 Total authorized contract amount with this amendment = \$1,504,030
Funding Source:	Regional Measure 2 Operating, Regional Measure 2 Marketing and STA
Fiscal Impact:	Funds dependent on the approval of the FY 2016-17 agency budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Nematode Holdings, LLC, for the purposes described herein and in the Executive Director's memorandum dated May 6, 2016, and the Chief Financial Officer is authorized to set aside \$300,000 for such contract amendment, subject to adoption of the FY 2016-17 agency budget.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: May 13, 2016



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #:	15-1498	Version:	1	Name:	
Type:	Contract	Status:		Consent	
File created:	4/5/2016	In control:		Operations Committee	
On agenda:	5/13/2016	Final action:			
Title:	Funding Agreement - I-880 Integrated Corridor Management North Segment Project: Alameda-Contra Costa Transit District (\$309,000)				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	4d Funding Agreement I-880				

Date	Ver.	Action By	Action	Result
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Subject:

Funding Agreement - I-880 Integrated Corridor Management North Segment Project: Alameda-Contra Costa Transit District (\$309,000)

Presenter:

Sarah Burnworth

Recommended Action:

Committee Approval

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 4d

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

TO: Operations Committee

DATE: May 6, 2016

FR: Executive Director

W.I.: 1235

RE: Funding Agreement – I-880 Integrated Corridor Management North Segment Project: Alameda-Contra Costa Transit District (\$309,000)

This memorandum seeks Committee approval to enter into a funding agreement with Alameda-Contra Costa Transit District (AC Transit), in an amount not to exceed \$309,000, for construction services to be performed by AC Transit for the I-880 Integrated Corridor Management (ICM) North Segment Project.

Background

The I-880 ICM North Segment Project is a collaborative effort led by the Metropolitan Transportation Commission, together with Caltrans District 4, City of Oakland, City of San Leandro, and AC Transit, to develop an enhanced arterial incident management strategy for the I-880 Corridor. Stakeholders identified this project for initial deployment along the northern segment of the I-880 corridor as part of an overall ICM approach to relieve congestion, and improve mobility, accessibility, and safety. This project seeks to better coordinate and integrate Intelligent Transportation Systems (ITS) and operations across networks and jurisdictional boundaries.

The purpose of the I-880 ICM North Segment Project is to facilitate the active management of traffic that has naturally diverted from the freeway due to incidents on I-880 through improved integration and operational capabilities. This includes the installation of ITS infrastructure on arterial streets, such as cameras, electronic message signs, traffic detectors, signal coordination, and communications. This agreement provides funds for AC Transit to perform construction services for the I-880 ICM North Segment Project, including the procurement and installation of communications equipment (conduits and pull boxes) along International Blvd., in coordination with the East Bay Bus Rapid Transit (BRT) Project. This agreement helps to streamline construction activity between the I-880 ICM North Segment Project and BRT Project.

Recommendation

Staff recommends this Committee authorize the Executive Director or his designated representative to enter into a funding agreement with AC Transit in an amount not to exceed \$309,000 to provide construction services for the I-880 ICM North Segment Project.



Steve Heminger

SH: sb

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Funding Agreement

Work Item No.:	1235
Contractor:	Alameda-Contra Costa Transit District (AC Transit) Oakland, CA
Work Project Title:	I-880 Integrated Corridor Management (ICM) North Segment Project
Purpose of Project:	To provide construction services for the I-880 ICM North Segment Project
Brief Scope of Work:	AC Transit will provide construction services for the I-880 ICM North Segment Project, including the procurement and installation of communications equipment (conduits and pull boxes).
Project Cost Not to Exceed:	\$309,000
Funding Source:	CMAQ
Fiscal Impact:	Funds are available in the FY 15-16 budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a funding agreement with AC Transit for the purpose described herein and in the Executive Director's memorandum dated May 6, 2016, and the Chief Financial Officer is directed to set aside funds in the amount of \$309,000 for such funding agreement.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: May 13, 2016



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #: 15-1501 **Version:** 1 **Name:**
Type: Resolution **Status:** Consent
File created: 4/5/2016 **In control:** Operations Committee
On agenda: 5/13/2016 **Final action:**
Title: MTC Resolution No. 4226: Right of Way Certification Authority for MTC Projects
Sponsors:
Indexes:
Code sections:
Attachments: [4e MTC Resolution No. 4226](#)

Date	Ver.	Action By	Action	Result
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Subject:
MTC Resolution No. 4226: Right of Way Certification Authority for MTC Projects

Presenter:
Rosalynn Chongchaikit

Recommended Action:
Commission Approval

Attachments



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Agenda Item 4e

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

TO: Operations Committee

DATE: May 6, 2016

FR: Executive Director

RE: MTC Resolution No. 4226: Right of Way Certification Authority for MTC Projects

MTC Resolution No. 4226 would authorize MTC's Executive Director or his designee to execute California Department of Transportation (Caltrans) right of way certifications required for capital improvement projects being sponsored and implemented by MTC within the State Highway System.

Background

Caltrans requires local agencies completing highway improvements inside state owned right-of-way to complete a Caltrans right of way certification. Each project must have its own certification before Caltrans will issue an encroachment permit to construct the improvements.

MTC Resolution No. 4226 allows for completion of right of way certifications required for MTC capital improvement projects on the State Highway System in the nine-county Bay Area. This certification confirms to Caltrans that the planned improvements are within state right-of-way, publicly owned right-of-way, or that MTC has obtained all of the required property rights necessary to complete the highway improvements. Caltrans requires that each local agency assign a designated employee within the local agency to execute the certification.

On April 27, 2016, The Bay Area Toll Authority (BATA) adopted a similar resolution (BATA Resolution No. 119) for capital improvement projects on the seven state-owned toll bridges and toll bridge approaches.

Recommendation

Staff recommends that this Committee refer MTC Resolution No. 4226, which would delegate the authority to execute Right of Way Certifications to the MTC Executive Director or his designee, to the Commission for approval.



Steve Heminger

SH: rc

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Date: May 25, 2016
Referred By: Operations

ABSTRACT

Resolution No. 4226

This resolution authorizes the Metropolitan Transportation Commission (MTC) Executive Director, or designee, to execute Right of Way Certifications for MTC Projects on the State Highway System.

Further discussion of this resolution is contained in the Executive Director's Memorandum to the Operations Committee dated May 6, 2016.

Date: May 25, 2016
Referred By: Operations

RE: Authority to Execute Right of Way Certifications for MTC Projects on the State Highway System.

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 4226

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code Sections 66500 et seq.; and

WHEREAS, MTC is the designated Metropolitan Planning Organization (MPO) for the nine-county Bay Area; and

WHEREAS, MTC undertakes capital and operational projects within the State Highway System; and

WHEREAS, with regard to such projects, Caltrans requires, as part of the project approval process, the execution of Caltrans' Right of Way Certifications by a local agency prior to issuing Caltrans Encroachment Permits; and

WHEREAS, Caltrans further requires the Right of Way Certifications be submitted with a resolution by the governing body that formally delegates the authority to execute the document to a designated employee; now, therefore, be it

RESOLVED, that the MTC Executive Director, or his designee, is hereby authorized to execute all Right of Way Certifications on behalf of the Metropolitan Transportation Commission as required for projects to be constructed within the State Highway System.

METROPOLITAN TRANSPORTATION COMMISSION

Dave Cortese, Chair

The above resolution was entered into by the Metropolitan Transportation Commission at a regular meeting of the Commission held in San Francisco, California on May 25, 2016



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #:	15-1499	Version:	1	Name:	
Type:	Contract	Status:		Consent	
File created:	4/5/2016	In control:		Operations Committee	
On agenda:	5/13/2016	Final action:			
Title:	Consultant Panel: On-Call Consultant Assistance for Electronic Payment Implementation and Operations (Acumen Building Enterprise, Inc., Alexan RPM, ALINC Consulting, Inc., Atkins North America, Inc., Auriga Corporation, Caribou Public Relations, Inc., CH2M, Inc., ChypUSA, Inc., HNTB Corporation, IBI Group, Informatix, Inc., Invoke Technologies, Jacobs Engineering Group, Inc., Kimley-Horn, KPMG LLP, LTK Engineering Services, Matsumoto Consulting LLC, MIG, Inc., OneWorld Communications, Inc., Resource Development Associates, Sidecar, a Division of Swirl, Inc., Silicon Transportation Consultants (STC), Solutions for Transit, Synapse Strategies, Traffic Technologies Inc., Virginkar and Associates, Inc. (VAI), Wilson, Sparling & Associates (WS&A))				

Sponsors:

Indexes:

Code sections:

Attachments: [4f_EPS Implementation and Ops Bench_May 2016](#)

Date	Ver.	Action By	Action	Result
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Subject:

Consultant Panel: On-Call Consultant Assistance for Electronic Payment Implementation and Operations
(Acumen Building Enterprise, Inc., Alexan RPM, ALINC Consulting, Inc., Atkins North America, Inc., Auriga Corporation, Caribou Public Relations, Inc., CH2M, Inc., ChypUSA, Inc., HNTB Corporation, IBI Group, Informatix, Inc., Invoke Technologies, Jacobs Engineering Group, Inc., Kimley-Horn, KPMG LLP, LTK Engineering Services, Matsumoto Consulting LLC, MIG, Inc., OneWorld Communications, Inc., Resource Development Associates, Sidecar, a Division of Swirl, Inc., Silicon Transportation Consultants (STC), Solutions for Transit, Synapse Strategies, Traffic Technologies Inc., Virginkar and Associates, Inc. (VAI), Wilson, Sparling & Associates (WS&A))

Presenter:

Stephen Abbanat

Recommended Action:

Committee Approval

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

TO: Operations Committee

DATE: May 6, 2016

FR: Executive Director

W.I. 310-2700, 320-1221, 310-2780,
1251, 1252, 6840

RE: Consultant Panel: On-Call Consultant Assistance for Electronic Payment Implementation and Operations (Firms Listed on Attachment 1)

This memorandum requests approval of a pre-qualified panel of consultants to provide consulting assistance services to support the Electronic Payment Section (EPS), including but not limited to the Clipper® regional transit fare payment system, the FasTrak® electronic toll collection system and the regional Express Lanes (EL) program for a three-year period ending June 30, 2019; with a two-year option to extend. The specific firms and service categories proposed are listed as Attachment 1.

Procurement Process

On March 17, 2016, MTC issued a Request for Qualifications (RFQ) for Consultant Assistance Services. Invitations to submit Statements of Qualifications (SOQ) were sent to selected firms nominated by staff members as well as all eligible registrants in the MTC Contract Opportunities database. The RFQ contained six Service Categories, or areas of expertise, in which firms were invited to submit qualifications:

1. Program Management;
2. Planning;
3. Operational Monitoring and Reporting;
4. Technology Evaluation and Support;
5. Communications and Customer Information Services; and
6. Compliance and Risk Management.

Proposers were invited to submit to any and/or all Service Categories.

By April 20, 2016, 28 proposals were received. Each proposal was reviewed against the Minimum Qualifications Criteria (MQC), with all 28 proposals determined to meet the MQC. On April 26, 2016, these 28 proposals were evaluated by a panel comprised of MTC and Golden Gate Transit staff (the "Committee").

The Committee reviewed each proposal against the evaluation criteria specified in the RFQ, listed below in descending order of importance.

1. Experience and Qualifications of Firms and Proposed Staff	(30%)
2. Cost Effectiveness	(30%)
3. Depth of Staff Resources	(20%)
4. Written and Oral Communication	(15%)
5. References	(5%)
	(100%)

Each criterion was scored as noted, with a total possible score of 100. Adjectival scores of S(trength), M(eets criteria), or W(eakness) were used to support the numerical scores.

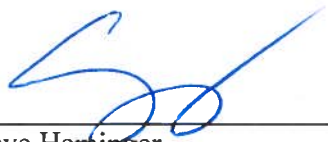
The Committee also evaluated the SOQs based on the firm's expertise and experience, qualifications of the Project Manager and key staff, and familiarity working with Bay Area agencies. Based on the results of the evaluation, the Committee recommended that 27 of the 28 proposals be approved as qualified for inclusion in the bench for their respective service categories, as summarized in Attachment 1 to this memorandum.

Staff recommends that the firms listed in Attachment 1 be approved as pre-qualified consultants for the Service Categories identified. All selected firms demonstrated strong project management skills and expertise in one or more of the transportation-related consulting services specified in the detailed description of the Service Categories for which they were selected. A summary of the Firms' disadvantage business enterprise (DBE) status and small business enterprise (SBE) status is listed on Attachment 2.

Selection for entry into a contract with one of the pre-qualified consultants may take place by direct selection or via a mini-procurement, pursuant to Pilot EDMM 352.

Recommendation

Staff recommends that the Operations Committee approve the pre-qualified consultant panel identified in Attachment 1 to provide on-call consultant assistance for electronic payment implementation and operations services to MTC on an as-needed basis, for a period extending through June 30, 2019, with an option on the part of MTC to extend through June 30, 2021. The amount included for this program in the proposed FY 2016-19 budget is \$1,500,000. Additional funds may become available for future fiscal years subject to the annual budget approval process. Staff will return to the Operations Committee for authorization of any contracts exceeding the Executive Director's signature authority.



Steve Heminger

Attachment:

- Attachment 1: On-Call Consultant Assistance for Electronic Payments Implementation and Operations - List of Firms and Service Categories
- Attachment 2: Disadvantaged Business Enterprise and Small Business Enterprise Status

SH: SA

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Attachment 1
On-Call Consultant Assistance for Electronic Payments Implementation and Operations

List of Firms and Service Categories

No.	Firm Name	Service Categories					
		Program Management	Planning	Operational Monitoring and Reporting	Technology Evaluation and Support	Communications and Customer Information Services	Compliance and Risk Management
1	Acumen Building Enterprise, Inc.	X	X	X	X	X	X
2	Alexan RPM	X	X	X	X	X	X
3	ALINC Consulting, Inc.	X	X	X	X	X	
4	Atkins North America, Inc.	X	X	X	X	X	X
5	Auriga Corporation	X	X	X	X	X	X
6	Caribou Public Relations, Inc.					X	
7	CH2M, Inc.	X	X	X	X	X	X
8	ChypUSA, Inc.	X	X		X		X
9	HNTB Corporation	X	X	X	X		
10	IBI Group	X	X	X	X		
11	Informatix, Inc.	X	X	X	X		X
12	Invoke Technologies	X	X	X	X		
13	Jacobs Engineering Group, Inc.	X	X	X	X	X	X
14	Kimley-Horn	X	X	X	X		X
15	KPMG LLP	X	X	X	X		X
16	LTK Engineering Services	X	X	X	X	X	X
17	Matsumoto Consulting LLC	X	X	X	X	X	X
18	MIG, Inc.					X	
19	OneWorld Communications, Inc.					X	
20	Resource Development Associates					X	
21	Sidecar, a Division of Swirl, Inc.					X	
22	Silicon Transportation Consultants (STC)	X	X	X	X		X
23	Solutions for Transit	X	X	X	X		
24	Synapse Strategies	X	X	X		X	X
25	Traffic Technologies Inc.	X	X	X	X	X	X
26	Virginkar and Associates, Inc. (VAI)	X	X	X	X	X	
27	Wilson, Sparling & Associates (WS&A)					X	

Attachment 2
Disadvantaged Business Enterprise and Small Business Enterprise Status

				DBE*			SBE**	
	Firm Name	Role on Project	No	Yes	If Yes, List #	No	Yes	If Yes, List #
Prime Consultant	Acumen Building Enterprise, Inc.	RFQ - TBD		X	26422		X	19078
Prime Consultant	Alexan RPM	RFQ - TBD	X			X		
Subconsultant	The Results Group	RFQ - TBD	X				X	2001342
Prime Consultant	ALINC Consulting, Inc.	RFQ - TBD		X	35752	X		
Subconsultant	The Transport Group	RFQ - TBD		X	40819	X		
Subconsultant	ALCO	RFQ - TBD		X	17042	X		
Prime Consultant	Atkins North America, Inc.	RFQ - TBD	X			X		
Subconsultant	Matsumoto Consulting LLC	RFQ - TBD		X	42505		X	1791573
Subconsultant	Lumenor	RFQ - TBD		X	40309	X		
Subconsultant	Faithful & Gold	RFQ - TBD	X			X		
Prime Consultant	Auriga Corporation	RFQ - TBD		X	31943		X	16665
Subconsultant	Resource Development Associates (RDA)	RFQ - TBD	X				X	1002364
Prime Consultant	Caribou Public Relations, Inc.	RFQ - TBD		X	41619	X		
Prime Consultant	CH2M, Inc.	RFQ - TBD	X			X		
Subconsultant	TransSight	RFQ - TBD		X	42484	X		
Prime Consultant	ChypUSA, Inc.	RFQ - TBD	X			X		
Prime Consultant	HNTB Corporation	RFQ - TBD	X			X		
Subconsultant	Cambria Solutions	RFQ - TBD		X	36000		X	36337
Prime Consultant	IBI Group	RFQ - TBD	X			X		
Prime Consultant	Informatix, Inc.	RFQ - TBD	X			X		
Subconsultant	Robert O'Neill (no firm named)	RFQ - TBD	X			X		
Subconsultant	Daniel King (no firm named)	RFQ - TBD	X			X		
Prime Consultant	Invoke Technologies	RFQ - TBD	X			X		

Prime Consultant	Jacobs Engineering Group, Inc.	RFQ - TBD	X			X		
Prime Consultant	Davis and Associates	RFQ - TBD		X	26344	X		
Prime Consultant	Kimley-Horn	RFQ - TBD	X			X		
Prime Consultant	KPMG LLP	RFQ - TBD	X			X		
Prime Consultant	LTK Engineering Services	RFQ - TBD				X		
Prime Consultant	Matsumoto Consulting LLC	RFQ - TBD		X	42505		X	1791573
Prime Consultant	MIG, Inc.	RFQ - TBD	X			X		
Prime Consultant	OneWorld Communications, Inc.	RFQ - TBD	X			X		
Prime Consultant	Resource Development Associates (RDA)	RFQ - TBD	X				X	1002364
Prime Consultant	Sidecar, a division of Swirl, Inc.	RFQ - TBD	X			X		
Prime Consultant	Silicon Transportation Consultants (STC)	RFQ - TBD		X	43097		X	1802481
Subconsultant	David Pope Consulting	RFQ - TBD	X			X		
Subconsultant	Transportation Mobility Solutions	RFQ - TBD		X	42896		X	2000500
Prime Consultant	Solutions for Transit	RFQ - TBD		X	37709		X	1295820
Prime Consultant	Synapse Strategies	RFQ - TBD		X	41964	X		
Prime Consultant	Traffic Technologies, Inc.	RFQ - TBD	X			X		
Subconsultant	Four Nines	RFQ - TBD	X				X	1751254
Prime Consultant	Virginkar and Associates, Inc. (VAI)	RFQ - TBD		X	8471	X		
Prime Consultant	Wilson Sparling & Associates (WS&A)	RFQ - TBD	X				X	1791728

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

**Denotes certification by the State of California.

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Consultant Panel

Work Item No.:	1221, 2700, 2780, 1251, 1252, 6840
Contractors:	See Attachment 1 to Executive Director's Memorandum, dated May 6, 2016
Work Project Title:	On-Call Consultant Assistance for Electronic Payments Implementation and Operations
Purpose of Project:	Provide implementation and operations assistance for Electronic Payment Section programs.
Brief Scope of Work:	Qualify advisory firms who offer consulting services programs administered by Electronic Payments Section including, but are not limited to the Clipper [®] regional transit fare payment system, the FasTrak [®] electronic toll collection system (administered by the Bay Area Toll Authority) and the regional Express Lanes program (administered by the Bay Area Infrastructure Financing Authority).
Project Cost Not to Exceed:	Individual contracts TBD.
Funding Source:	Varies
Fiscal Impact:	No immediate fiscal impact until contracts are awarded. Funds for future fiscal years are subject to agency budgetary approval process.
Motion by Committee:	That the above-referenced consultants be pre-qualified to enter into contracts with MTC to provide on-call consultant assistance for electronic payments implementation and operations on an as-needed basis through June 30, 2019, as described above and in the Executive Director's memorandum dated May 6, 2016 subject to applicable contract approval procedures and necessary budget approvals, with an option on the part of the applicable agency to extend contracts for an additional two years.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: May 13, 2016



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #:	15-1386	Version:	1	Name:	
Type:	Report	Status:		Informational	
File created:	3/4/2016	In control:		Operations Committee	
On agenda:	4/8/2016	Final action:			
Title:	High-Occupancy Vehicle (HOV) Data Collection Summary: Occupancy, Clean Air Vehicles, and Violations				
	A report of key findings and trends on how the region's HOV lanes are performing based on new field data on vehicle occupancy, clean air vehicles and violations that were collected as part of the ongoing Managed Lanes Implementation Plan effort.				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	5a HOV Data Collection Summary				

Date	Ver.	Action By	Action	Result
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Subject:

High-Occupancy Vehicle (HOV) Data Collection Summary: Occupancy, Clean Air Vehicles, and Violations

A report of key findings and trends on how the region's HOV lanes are performing based on new field data on vehicle occupancy, clean air vehicles and violations that were collected as part of the ongoing Managed Lanes Implementation Plan effort.

Presenter:

Ashley Nguyen

Recommended Action:

Information

Attachments



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 5a
Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

TO: Operations Committee

DATE: May 6, 2016

FR: Executive Director

W. I. 6840

RE: High-Occupancy Vehicle (HOV) Data Collection Summary: Occupancy, Clean Air Vehicles, and Violations

Since spring of 2015, MTC, California Department of Transportation (Caltrans) and California Highway Patrol (CHP) have been working to prepare a Managed Lanes Implementation Plan (MLIP), which will help our region better operate and expand the High-Occupancy Vehicle (HOV) system, consisting of HOV lanes and express lanes. The main focus areas are a) to improve HOV lanes that fail to meet federal performance standards and b) to increase vehicle occupancy on HOV lanes and express lanes through carpools, vanpools, shuttles, and buses. A draft plan will be available for review later this fall, and when adopted by the Commission, will supersede the region's adopted 2002 HOV Master Plan.

As part of the MLIP effort, staff's original approach was to rely on readily available data collected by Caltrans and other sources. However, much of this HOV data has not been collected in recent years due to lack of resources. Given the lack of available data, MTC led a data collection effort aimed at getting data on vehicle occupancy, rate of single-occupant vehicle (SOV) violations and number of clean air vehicles in the HOV lanes. After rigorous data quality control checks and vetting with Caltrans and CHP staff, MTC staff and a consultant team led by CDM Smith summarized the HOV data. The data shows a significant number of SOVs, including both authorized clean air vehicles and unauthorized violators, in the HOV lanes.

Staff looks forward to sharing the detailed results of the HOV data collection at the Committee meeting.

Steve Heminger

SH: tso

J:\COMMITTEE\Operations\2016 Operations Comm Packet\05_OPS_May 2016\5a_HOV Data Summary.docx

High Occupancy Vehicle (HOV) Data Collection: Occupancy, Clean Air Vehicles, & Violations

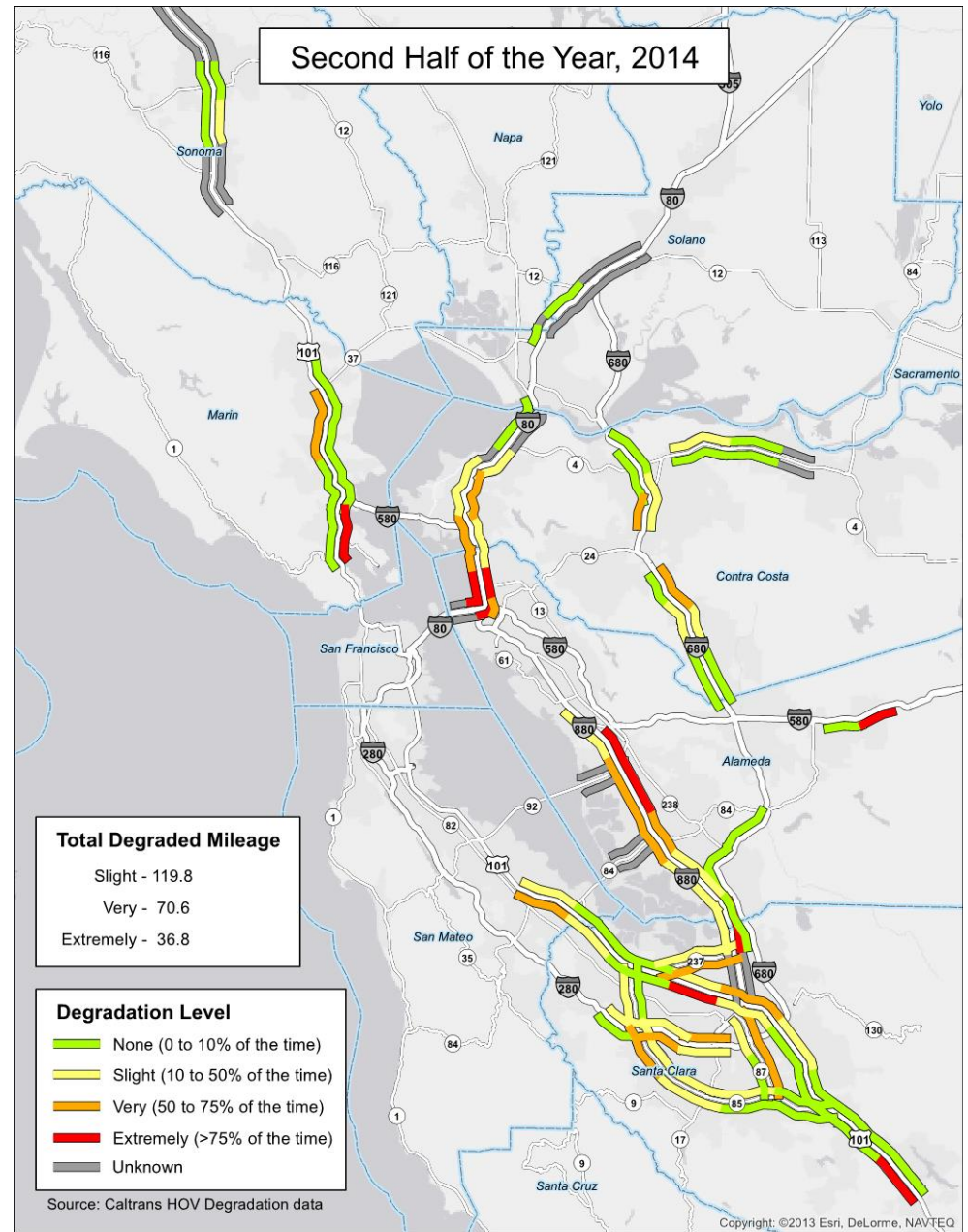
Operations Committee
May 13, 2016

58% of Bay Area HOV Lanes Are Degraded, Failing Federal HOV Performance Standard

(Under 45 MPH for 10%+ of the time)

2013 to 2014 Growth:

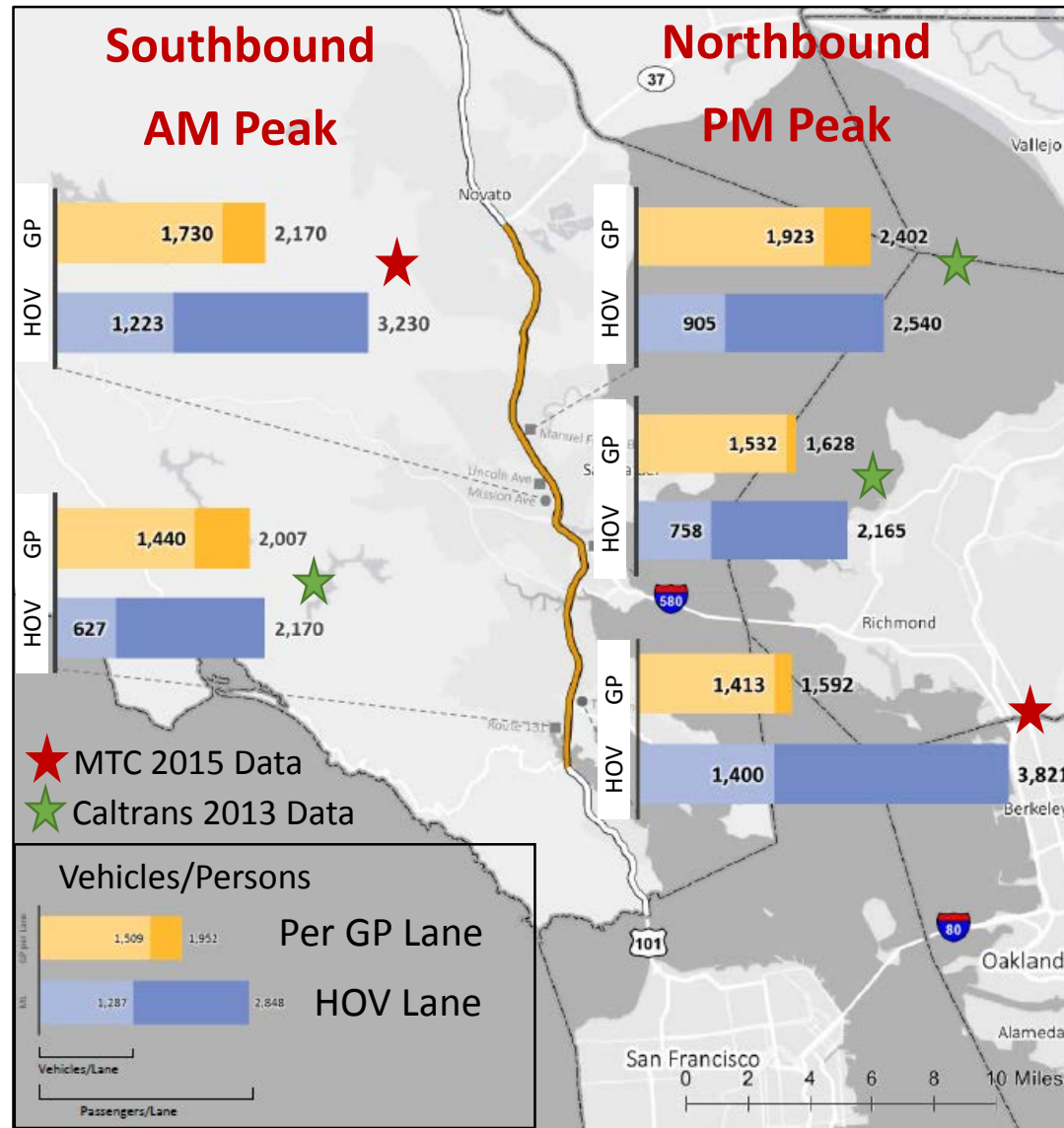
- Degraded HOV lanes increased by 37 miles
- Lanes degraded over 50% of the time increased by 45 miles (+74%)



Source: 2014 Caltrans HOV Lane Degradation Report

HOV Lanes Move Fewer Vehicles but More People than General Purpose Lanes

Marin 101 –
Vehicle & Person
Throughput



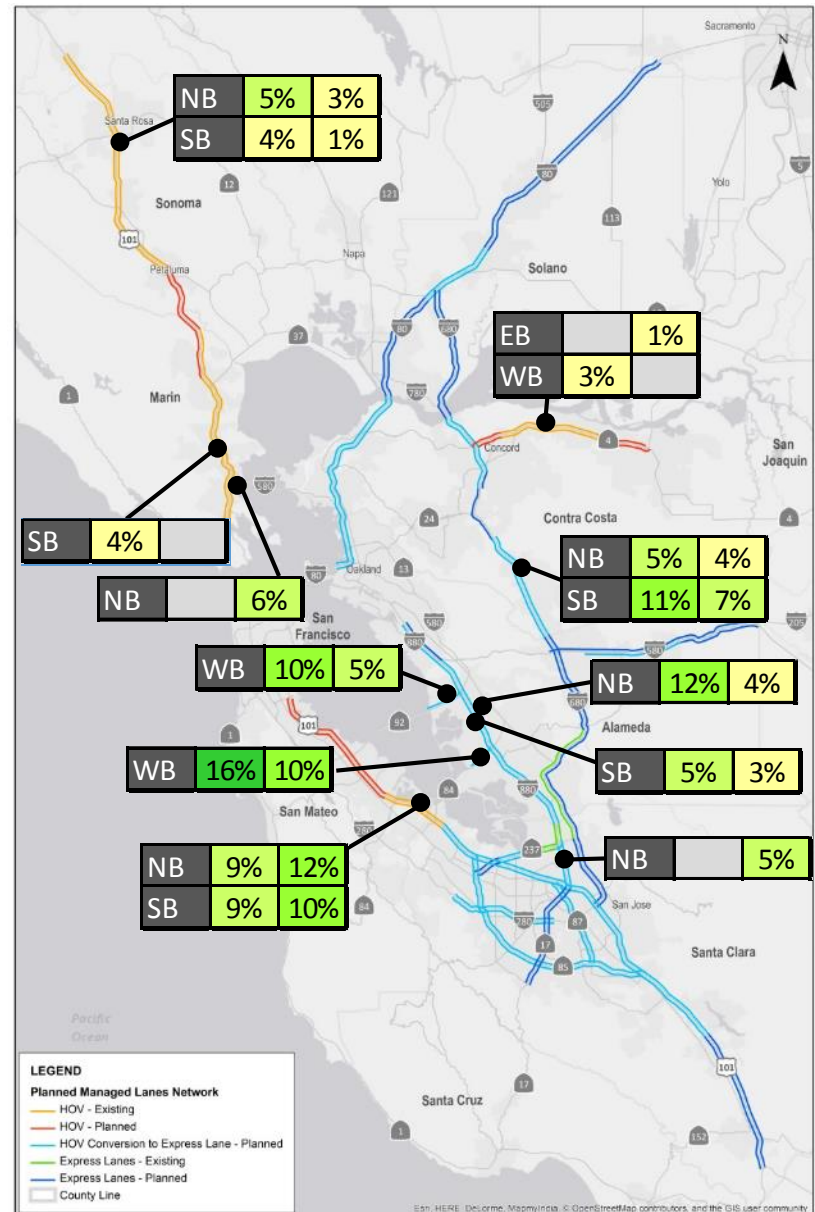
Source: MTC (2015), Caltrans (2013)

8% of Clean Air Vehicles (CAVs) in HOV Lane on average

- % of CAV in HOV Lane range from 1 – 18%
- Average is 6-8%
- 5 locations 10% or more
- Higher use closer to Silicon Valley/South Bay
- VTA reports 22% WB – 19% EB on SR-237 Express Lanes in FY 2015

Legend

	AM 6-9 AM	PM 3-7 PM	CAV %
NB	9%	12%	0-4%
SB	9%	10%	5-9%
			10-14%
			15-20%

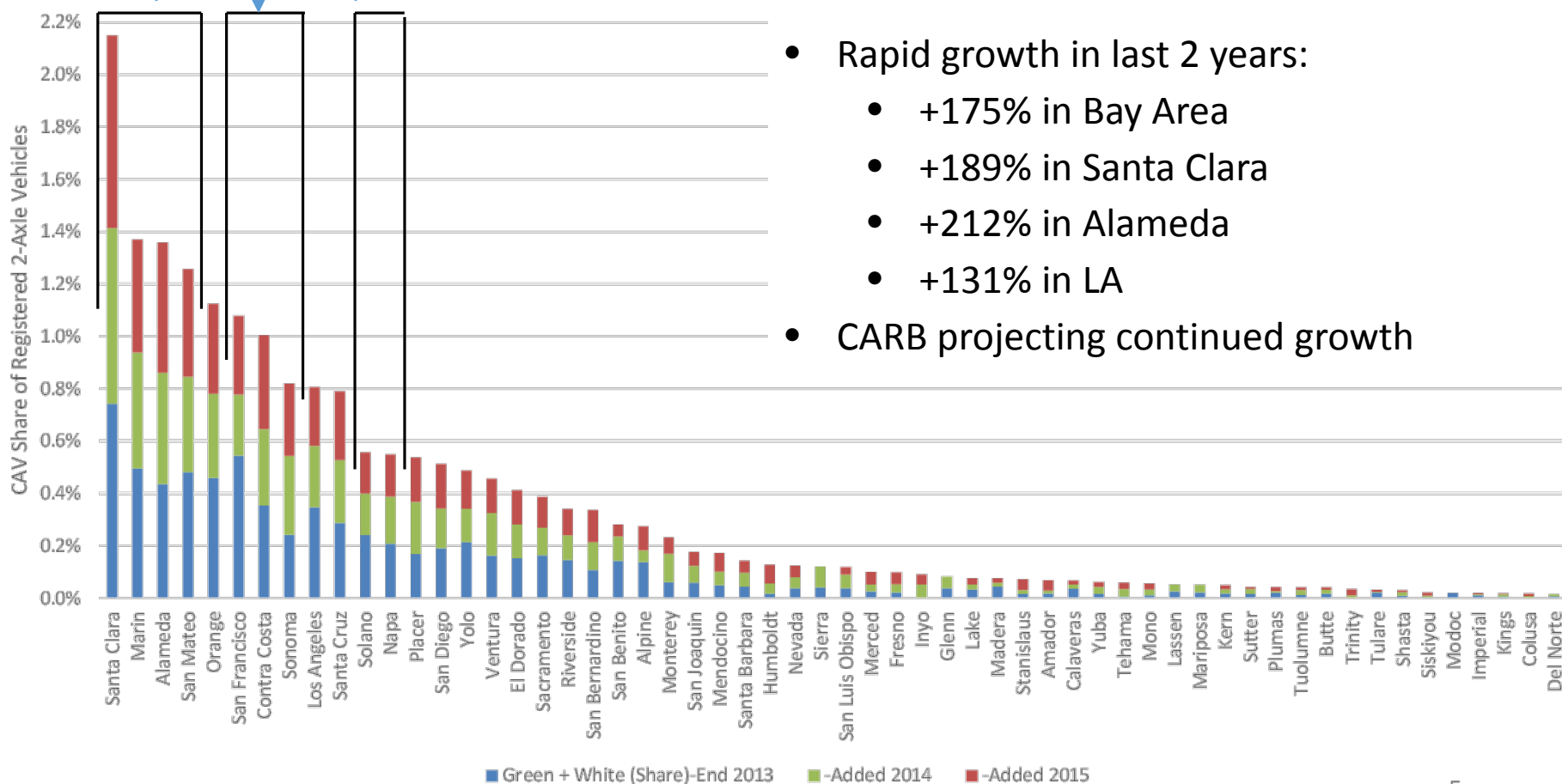


Source: MTC (2015)

Statewide CAV Share of Vehicles Highest in Bay Area

Bay Area Counties

CA Clean Air Vehicle Share of Vehicle Registration



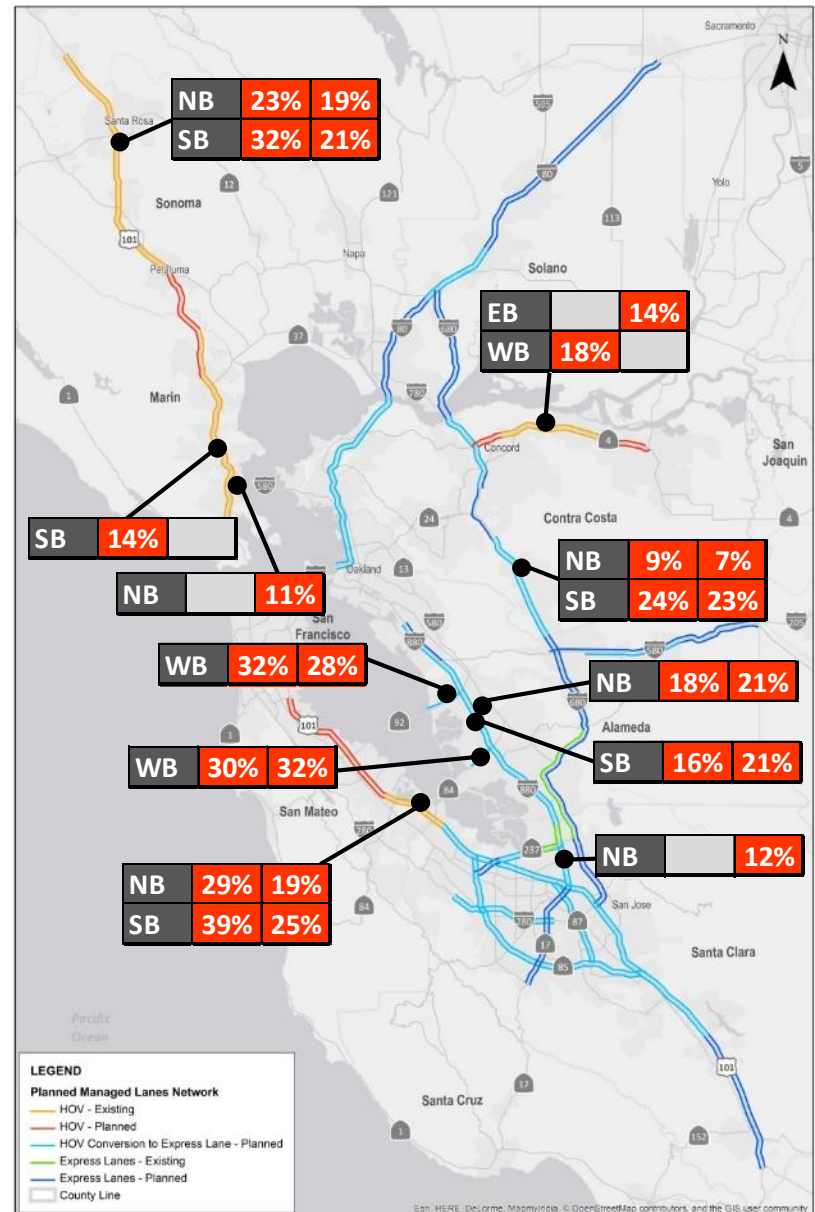
- Rapid growth in last 2 years:
 - +175% in Bay Area
 - +189% in Santa Clara
 - +212% in Alameda
 - +131% in LA
- CARB projecting continued growth

Average HOV Lane Violation – 24% in AM, 19% in PM

- AM Peak Period HOV Lane Violation Range: 9% to 39%
- PM Peak Period HOV Lane Violation Range: 7% to 32%

Legend

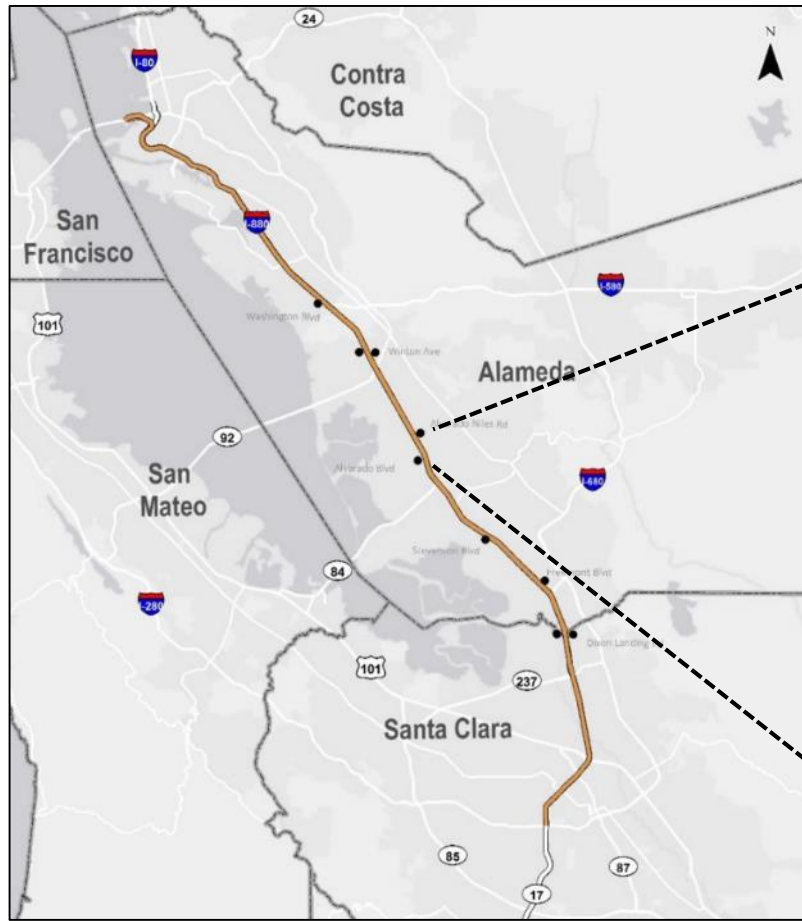
	AM 6-9 AM	PM 3-7 PM
NB	23%	19%
SB	32%	21%



Source: MTC (2015)

Alameda I-880 HOV Lane Violation Ranges Between 16% and 21%

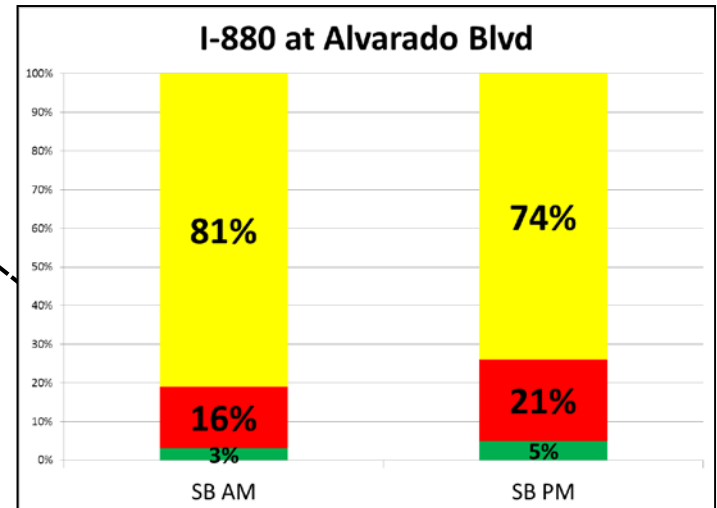
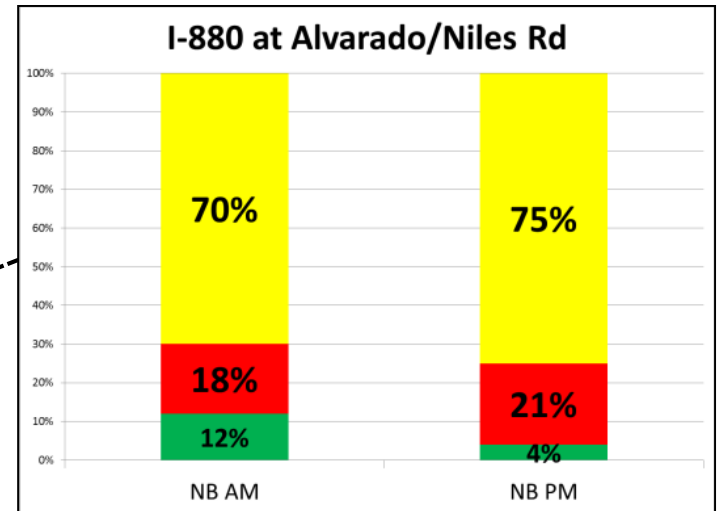
Alameda I-880



Legend



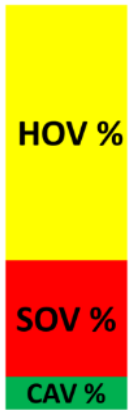
Counts during
HOV lane hours
of operation
AM: 6-9
PM: 3-7



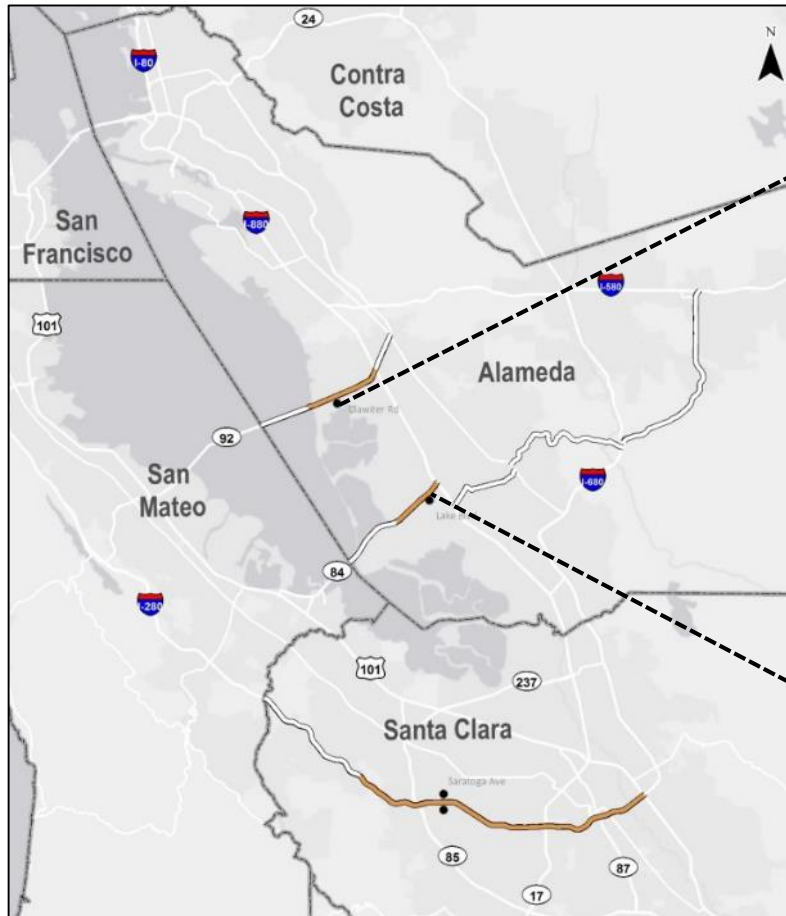
Alameda SR 92 and SR 84 HOV Lane Violation Ranges Between 30% and 32%

SR 92 & SR 84

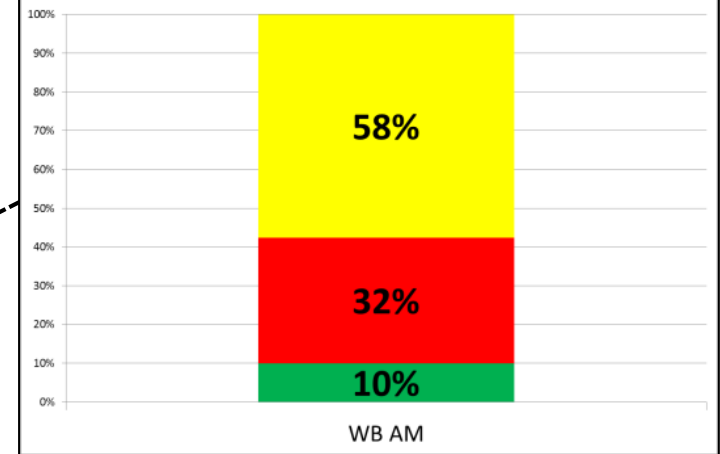
Legend



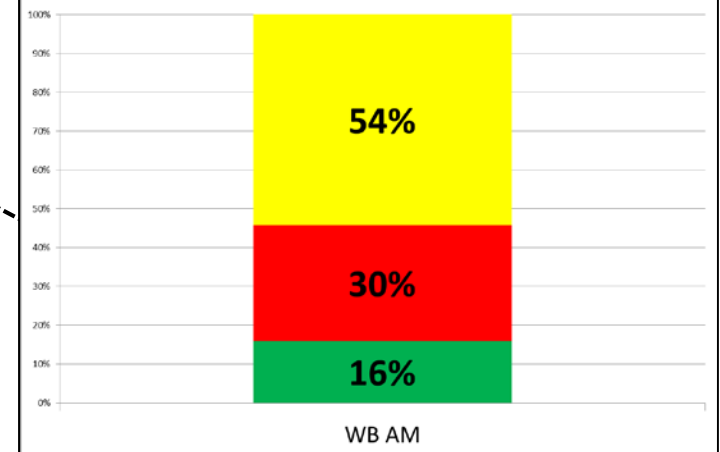
Counts during
HOV lane
hours of
operation
AM: 6-9 or 10
PM: 3-7



SR 92 at Clawiter Rd



SR 84 at Lake Blvd



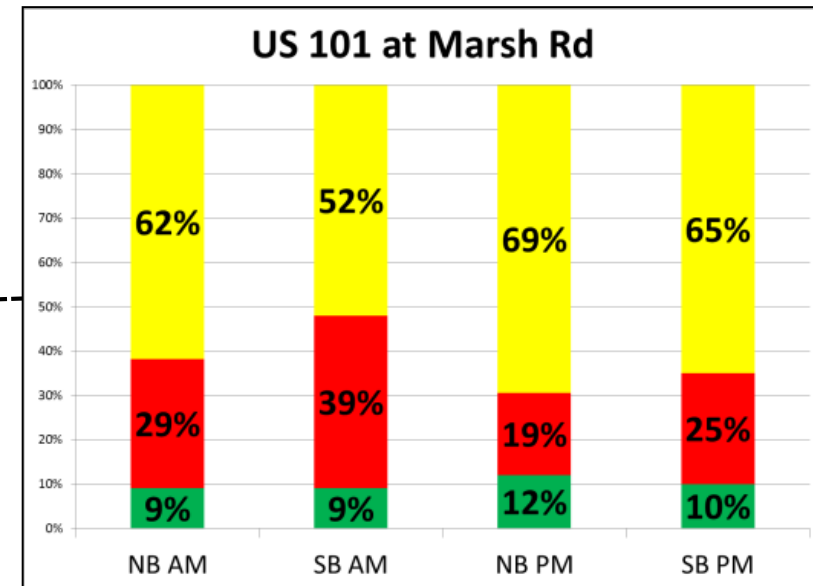
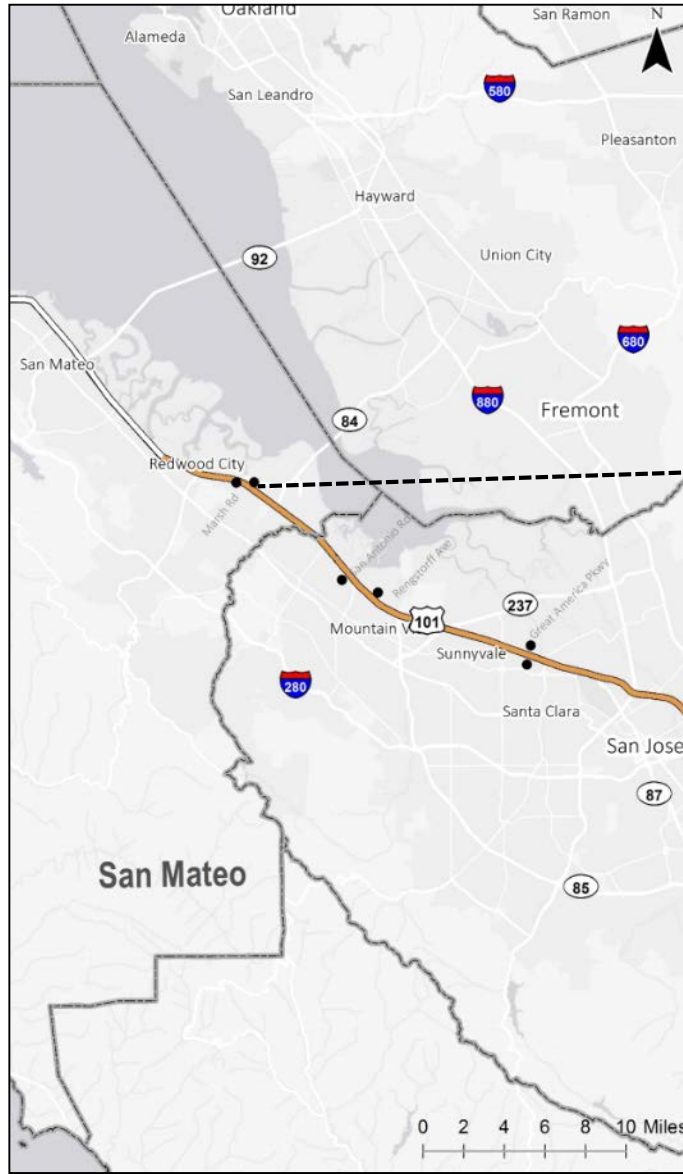
San Mateo US 101 HOV Lane Violation Ranges Between 19% and 39%

San Mateo US 101

Legend

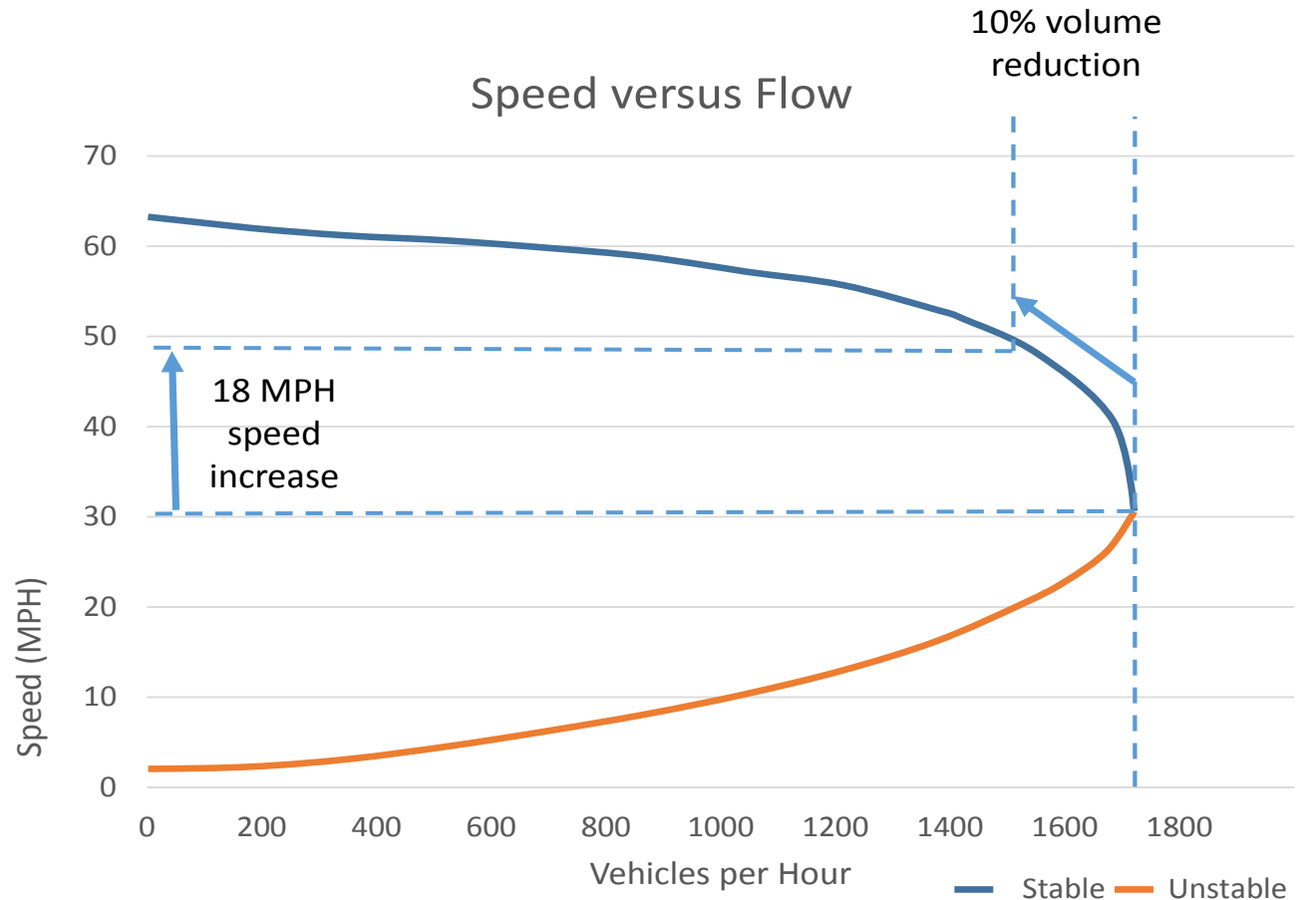


Counts during
HOV lane hours
of operation
AM: 6-9
PM: 3-7

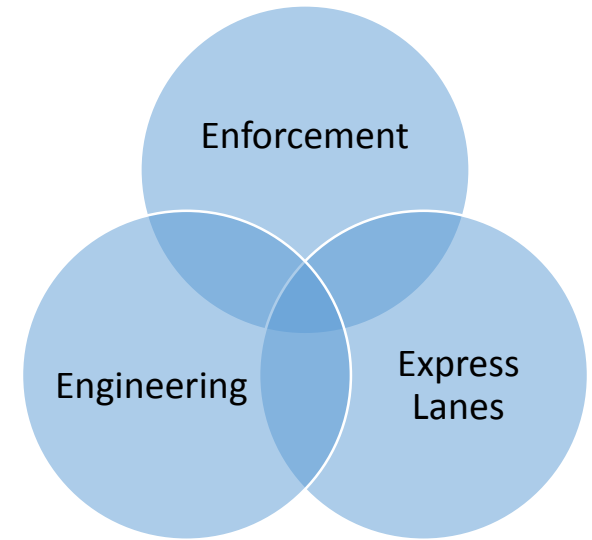


“Columbus Day” Effect

Reducing volumes by 5-10% can significantly increase speeds in degraded HOV lanes



Three E's to Address HOV Degradation & Violations



Enforcement

- Increase enforcement
 - Effective but costly*
 - Safety is CHP's primary mission
- Equip CHP with better tools
 - Pilot occupancy detection technologies

Express Lanes

- Provides SOVs with a legal option to use lane
- Added enforcement options – transponder, registration, and technology

Engineering

- Access control – continuous vs. restricted
 - Bay Area one of few regions with continuous access
 - Consider piloting restricted access striping at lane ends and weaving locations

** HOV violation fine revenue does not fund enforcement*