



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

Meeting Agenda

Bay Area Toll Authority Oversight Committee

Committee Members:

Amy Rein Worth, Chair Tom Bates, Vice Chair

*Jason Baker, David Campos, Federal D. Glover,
Mark Luce, Libby Schaaf,
Adrienne J. Tissier, Scott Wiener
Non-Voting Member: Bijan Sartipi*

Wednesday, July 13, 2016

9:30 AM

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 (5).

2. Pledge of Allegiance

3. Compensation Announcement (Committee Secretary)

4. Consent Calendar

- 4a. [15-1726](#) Minutes of the June 8, 2016 meeting

Action: Committee Approval

Attachments: [4a BATA O Draft Minutes of 06-08-2016 Meeting](#)

- 4b. [15-1727](#) BATA Financial Statements for May 2016

Action: Information

Presenter: Eva Sun

Attachments: [4b May'2016 Financial Statements Report](#)

- 4c. [15-1655](#) BATA Resolution No. 52, Revised - Update to the FasTrak® Regional Customer Service Center (RCSC) Policies to Clarify Their Applicability to All Facilities Served by the RCSC
- Action: Authority Approval
- Presenter: Beth Zelinski
- Attachments: [4c BATA Reso-52 RCSC Policy Update](#)
- 4d. [15-1736](#) BATA Resolution No. 96, Revised - Update to FasTrak® Privacy Policy to Clarify its Applicability to All Facilities Served by the FasTrak® Regional Customer Service Center
- Action: Authority Approval
- Presenter: Beth Zelinski
- Attachments: [4d BATA Reso-96 Privacy Policy Update](#)
- 4e. [15-1729](#) Contract Amendment - FasTrak® Customer Communications: OneWorld Communications, Inc. (\$300,000)
- Action: Committee Approval
- Presenter: Sylvia Cox
- Attachments: [4e ContractAmend OneWorld](#)
- 4f. [15-1764](#) Contract - Richmond-San Rafael Bridge Access Improvement Project - Utility Relocation: East Bay Municipal Utility District (\$300,000)
- Action: Committee Approval
- Presenter: Chris Lillie
- Attachments: [4f Contract EBMUD](#)
- 4g. [15-1765](#) Contract - Construction Services: Richmond-San Rafael Bridge Access Improvement Project - Utility Relocations: Pacific Gas & Electric Underground Electric (\$205,000) and Overhead Electric (\$21,000)
- Action: Committee Approval
- Presenter: Chris Lillie
- Attachments: [4g Contract PGE](#)
- 4h. [15-1520](#) Contract - Richmond-San Rafael Bridge Access Improvement Project - Refinery Infrastructure Relocation: Chevron USA Inc. (\$655,100)
- Action: Committee Approval
- Presenter: Chris Lillie
- Attachments: [4h Contract Chevron](#)

- 4i. [15-1648](#) Contract Change Order - Bridge Yard Building Seismic Retrofit and Renovation: BHM Construction, Inc. (\$700,000)

Action: Committee Approval

Presenter: Stephen Baker

Attachments: [4i ContractChangeOrder BHM Construction](#)

5. Approval

- 5a. [15-1728](#) Purchase Order - San Francisco-Oakland Bay Bridge West Span Dampers Replacement Project - Prototype Procurement: Taylor Devices, Inc. (\$950,000)

A request to issue a sole source purchase order with Taylor Devices, Inc. for procurement of six prototype dampers on the San Francisco-Oakland Bay Bridge West Span Dampers Replacement Project.

Action: Committee Approval

Presenter: Peter Lee

Attachments: [5a PurchaseOrder TaylorDevices](#)

- 5b. [15-1653](#) Richmond-San Rafael Bridge Access Improvement Project
- i. Project Update
 - ii. Contract Amendment - On-Call Construction Management Services - Richmond San Rafael Bridge Access Improvement Project: Parsons Brinckerhoff, Inc. (\$5,600,000)

An update on the status of the project and a request to approve a contract amendment with Parsons Brinckerhoff for construction management on the Richmond-San Rafael Bridge Access Improvement Project.

Action: Committee Approval

Presenter: Chris Lillie

Attachments: [5b ContractAmend ParsonsBrinckerhoff](#)

- 5c. [15-1735](#) Contract - San Francisco-Oakland Bay Bridge (SFOBB) Metering Lights System Upgrade Project System Integrator: Parsons Transportation Group (\$1,700,000, plus a contingency of \$340,000)

A request to enter into a contract with Parsons Transportation Group to provide system integration services to design, develop, test, and implement and maintain the SFOBB Metering Lights System Upgrade Project.

Action: Committee Approval

Presenter: Stephen Baker

Attachments: [5c Contract ParsonsTransportGroup](#)

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the Bay Area Toll Authority Oversight Committee will be held on September 14, 2016 at 9:30 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA.

Public Comment: The public is encouraged to comment on agenda items at Authority meetings by completing a request-to-speak card (available from staff) and passing it to the Authority secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Authority may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Authority meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

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

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

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Authority members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Authority. Actions recommended by staff are subject to change by the Authority.



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #: 15-1726 **Version:** 1 **Name:**

Type: Minutes **Status:** Consent

File created: 6/9/2016 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/13/2016 **Final action:**

Title: Minutes of the June 8, 2016 meeting

Sponsors:

Indexes:

Code sections:

Attachments: [4a BATA O Draft Minutes of 06-08-2016 Meeting](#)

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

Recommended Action:
Committee Approval



Meeting Minutes

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

Bay Area Toll Authority Oversight Committee

Committee Members:

Amy Rein Worth, Chair Tom Bates, Vice Chair

*Jason Baker, David Campos, Federal D. Glover,
Mark Luce, Libby Schaaf,
Adrienne J. Tissier, Scott Wiener
Non-Voting Member: Bijan Sartipi*

Wednesday, June 8, 2016

9:30 AM

The Board Room - 1st Floor

Call Meeting to Order

1. Roll Call / Confirm Quorum

Present: 6 - Commissioner Baker, Commissioner Campos, Commissioner Luce, Commissioner Tissier, Commissioner Wiener, and Chairperson Rein Worth

Absent: 3 - Vice Chair Bates, Commissioner Glover, and Commissioner Schaaf

Commissioner Sperring was deputized to make a quorum of the Committee.

Non-Voting Member Absent: Commissioner Sartipi

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

Ad Hoc Non-Voting Members Present: Commissioner Giacomini, Commissioner Haggerty, and Commissioner Halsted

2. Pledge of Allegiance

3. Compensation Announcement (Committee Secretary)

4. Consent Calendar

Approval of the Consent Calendar

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

Aye: 5 - Commissioner Baker, Commissioner Luce, Commissioner Tissier, Chairperson Rein Worth and Commissioner Sperring

Absent: 5 - Vice Chair Bates, Commissioner Campos, Commissioner Glover, Commissioner Schaaf and Commissioner Wiener

Commissioner Wiener arrived after the approval of the Consent Calendar.

- 4a. [15-1645](#) Minutes of the May 11, 2016 meeting
Action: Committee Approval
- 4b. [15-1646](#) BATA Financial Statements for April 2016
Action: Information
Presenter: Eva Sun
- 4c. [15-1521](#) Purchase Orders - ATCAS Hardware/Software Maintenance/Network Services: SSP Data, AT&T, Hewlett Packard Enterprise Company (\$870,000 combined)
Action: Committee Approval
Presenter: Mark Dinh
- 4d. [15-1650](#) Contract Amendment - On-Call Construction Management Services - Construction Management Support for Toll Bridge Rehabilitation Projects: Zoon Engineering, Inc. (\$660,000)
Action: Committee Approval
Presenter: Peter Lee
- 4e. [15-1656](#) BATA Resolution No. 115, Revised - Toll Bridge Seismic Retrofit Program Support Allocation Revision
Action: Authority Approval
Presenter: Peter Lee
- 4f. [15-1658](#) Contract Amendment - Construction and Maintenance Zone Enhanced Enforcement Program: California Highway Patrol (CHP) (\$850,000)
Action: Committee Approval
Presenter: Angela Louie

5. Approval

- 5a. [15-1657](#) BATA Resolution No. 118 - FY 2016-17 Toll Bridge Operating and Capital Budgets

Refer FY 2016-17 Toll Bridge Operating and Capital Budgets, BATA Resolution No. 118, to the Authority for approval.

Action: Authority Approval

Presenter: Brian Mayhew

Upon the motion by Commissioner Baker and the second by Commissioner Spering, the Committee unanimously approved the referral of BATA Resolution No. 118 - FY 2016-17 Toll Bridge Operating and Capital Budgets to the Authority for approval. The motion carried by the following vote:

Aye: 6 - Commissioner Baker, Commissioner Luce, Commissioner Tissier, Commissioner Wiener, Chairperson Rein Worth and Commissioner Spering

Absent: 4 - Vice Chair Bates, Commissioner Campos, Commissioner Glover and Commissioner Schaaf

Commissioner Campos arrived after the Committee's referral of BATA Resolution No. 118 to the Authority for approval.

- 5b. [15-1649](#) Contract Amendment - Toll Facilities Maintenance Services: Aegis ITS, Inc. (\$4,000,000)

A request to amend a contract with Aegis ITS, Inc. to maintain existing toll facilities and equipment and provide as-needed maintenance and repair services at the seven state-owned Bay Area toll facilities.

Action: Committee Approval

Presenter: Angela Louie

Upon the motion by Commissioner Tissier and the second by Commissioner Baker, the Committee unanimously approved the Contract Amendment with Aegis ITS, Inc. The motion carried by the following vote:

Aye: 6 - Commissioner Baker, Commissioner Luce, Commissioner Tissier, Commissioner Wiener, Chairperson Rein Worth and Commissioner Spering

Absent: 4 - Vice Chair Bates, Commissioner Campos, Commissioner Glover and Commissioner Schaaf

Commissioner Campos arrived after the approval of the Contract Amendment with Aegis ITS, Inc.

- 5c. [15-1647](#) Funding Agreement - Temporary Bay Bridge Trail Landing on Yerba Buena Island Project: San Francisco County Transportation Authority (\$1,000,000)

A request to enter into a funding agreement with San Francisco County Transportation Authority for construction of the San Francisco-Oakland Bay Bridge East Span Temporary Bay Bridge Trail Landing on Yerba Buena Island.

Action: Committee Approval

Presenter: Peter Lee

Erick Cordova, Deputy Director for San Francisco County Transportation Authority was called to speak.

Upon the motion by Commissioner Baker and the second by Commissioner Spering, the Committee unanimously approved the Funding Agreement with the San Francisco County Transportation Authority. The motion carried by the following vote:

Aye: 7 - Commissioner Baker, Commissioner Campos, Commissioner Luce, Commissioner Tissier, Commissioner Wiener, Chairperson Rein Worth and Commissioner Spering

Absent: 3 - Vice Chair Bates, Commissioner Glover and Commissioner Schaaf

- 5d. [15-1654](#) Purchase Order - FasTrak® Flex Toll Tags: TransCore LP (\$9,639,209)

A request to issue a purchase order to TransCore LP for the purchase of FasTrak Flex® Toll Tags for FY 2016-17 and FY 2017-18.

Action: Committee Approval

Presenter: Beth Zelinski

Upon the motion by Commissioner Tissier and the second by Commissioner Baker, the Committee unanimously approved the Purchase Order with TransCore LP. The motion carried by the following vote:

Aye: 7 - Commissioner Baker, Commissioner Campos, Commissioner Luce, Commissioner Tissier, Commissioner Wiener, Chairperson Rein Worth and Commissioner Spering

Absent: 3 - Vice Chair Bates, Commissioner Glover and Commissioner Schaaf

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the Bay Area Toll Authority Oversight Committee will be held on July 13, 2016 at 9:30 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA.



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #: 15-1727 **Version:** 1 **Name:**

Type: Report **Status:** Consent

File created: 6/9/2016 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/13/2016 **Final action:**

Title: BATA Financial Statements for May 2016

Sponsors:

Indexes:

Code sections:

Attachments: [4b May'2016 Financial Statements Report](#)

Date	Ver.	Action By	Action	Result
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Subject:
BATA Financial Statements for May 2016

Presenter:
Eva Sun

Recommended Action:
Information



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

Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1254

RE: BATA Financial Statements for May 2016

Please find attached for receipt the BATA financial statements for the eleven month period ending May 2016. Major highlights of the eleven month statement include:

- (1) **Revenues:** Toll bridge revenue for the current eleven months is slightly higher than budgeted. BATA has also received \$53.4 million in subsidy payments from the U.S. Government to offset the interest expense for the Build America Bonds.
- (2) **Transfers to MTC:** The annual 1% administration fee was transferred to MTC in the amount of \$7.1 million.
- (3) **Transfers to BAHA:** BATA transferred \$900,000 to cover BAHA's staff costs.
- (4) **FasTrak®** usage for the month is at an all-time high of 68% of total paid traffic.
- (5) **Contract carryover encumbrances:** Funds totaling \$670,279 from FY 2014-15 were added to the budget as contract carryover encumbrances.

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



Steve Heminger

Attachments

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BATA Operating Budget

AS of May 2016

	FY 2015-16 Budget	Actual YTD	Current Budget Balance	% of Budget (col 2/1)	year Expired	Encumbrances
REVENUE:						
1. RM 1 Toll Revenues	564,725,114	535,653,839	29,071,275	94.9%	91.6%	-
2. RM 2 Toll Revenues	122,585,163	116,829,878	5,755,285	95.3%	91.6%	-
3. Other revenue	10,000,000	21,650,788	(11,650,788)	216.5%	91.6%	-
4. Interest Income	11,400,000	10,784,991	615,009	94.6%	91.6%	-
5. GGB&HTD Fastrak Reimbursement	6,377,000	5,068,045	1,308,955	79.5%	91.6%	-
6. SFO Fastrak Reimbursement	463,000	429,891	33,109	92.8%	91.6%	-
7. Alameda CMA Reimbursement	1,143,000	246,015	896,985	21.5%	91.6%	-
8. VTA 237 Express Lane Reimb.	135,000	127,650	7,350	94.6%	91.6%	-
9. Rebate for Build America Bonds	70,972,545	53,420,813	17,551,732	75.3%	91.6%	-
Total Revenue	787,800,822	744,211,911	43,588,911	94.5%	91.6%	-
EXPENSE:						
Caltrans Operations and Maintenance:						
1. Toll Collection & Operations Services	22,200,000	20,303,611	1,896,389	91.5%	91.6%	-
2. Toll & Bridge Facility Maint	8,400,000	7,530,761	869,239	89.7%	91.6%	-
3. Caltrans Coordination	321,000	85,082	235,918	26.5%	91.6%	-
Caltrans O & M Subtotal	30,921,000	27,919,454	3,001,546	90.3%	91.6%	-
Fastrak Operations and Maintenance:						
4. RCSC Operations	23,123,000	14,737,492	8,385,508	63.7%	91.6%	8,385,507
5. ATCAS Maintenance, IT equip	5,008,468	2,273,558	2,734,910	45.4%	91.6%	2,348,684
6. Banking Costs	13,900,000	9,519,484	4,380,516	68.5%	91.6%	4,497,588
7. Collection Exp./DMV Exp.	1,900,000	1,799,803	100,197	94.7%	91.6%	533,885
BATA O & M Subtotal	43,931,468	28,330,338	15,601,130	64.5%	91.6%	15,765,664
BATA Toll Bridge Administration:						
8. Staff Costs - Salaries, Benefits & Ten	9,386,346	7,612,143	1,774,203	81.1%	91.6%	438,390
9. Travel, Printing, Memberships & Other	795,680	209,613	586,067	26.3%	91.6%	43,627
10. RM 1/RM2 Audit/Accounting/Other	2,672,631	1,065,635	1,606,996	39.9%	91.6%	312,025
11. Misc. Toll Admin Operating Expenses	1,050,000	530,940	519,060	50.6%	91.6%	450
12. Professional Fees	1,812,848	1,412,041	400,807	77.9%	91.6%	222,571
13. Other	1,000,000	141,302	858,698	14.1%	91.6%	27,936
Toll Bridge Admin Subtotal	16,717,505	10,971,674	5,745,831	65.6%	91.6%	1,044,998
Other/Transfers:						
14. Transfers to MTC 1% Admin	7,087,103	7,087,103	-	100.0%	91.6%	-
15. Transfers to MTC - Other	640,400	355,575	284,825	55.5%	91.6%	2,325
16. Transfers to SAFE	300,000	300,000	-	100.0%	91.6%	-
17. Transfers to BAHA	1,255,416	925,937	329,479	73.8%	91.6%	-
18. Transfer from Legal Reserve	1,175,000	244,089	930,911	20.8%	91.6%	475,911
19. Transbay Transit Terminal Maint	4,533,205	2,236,762	2,296,443	49.3%	91.6%	2,296,443
20. Depreciation and Amortization	4,900,000	3,863,012	1,036,988	78.8%	91.6%	-
21. RM2/Clipper Marketing	3,380,000	1,492,269	1,887,731	44.1%	91.6%	202,428
22. RM2 Operating	43,800,000	27,284,207	16,515,793	62.3%	91.6%	14,460,630
Transfers	67,071,124	43,788,955	23,282,169	65.3%	91.6%	17,437,737
Debt Service:						
23. Interest and principal payments	511,140,700	392,121,216	119,019,484	76.7%	91.6%	-
24. Financing Costs	13,366,750	2,418,926	10,947,824	18.1%	91.6%	814,096
Total Debt Service	524,507,450	394,540,142	129,967,308	75.2%	91.6%	814,096
Transfer to Capital Fund In (Out):						
25. Transfer to Capital Fund	104,602,275	-	104,602,275	0.0%	91.6%	-
26. Furniture/Equip./Vehicle	50,000	-	50,000	0.0%	91.6%	-
Total Capital Reserve In (Out)	104,652,275	-	104,652,275	0.0%	91.6%	-
Total Expense & Transfers	787,800,822	505,550,562	282,250,260			35,062,496
Net	-	238,661,349	(238,661,349)			

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

May'16

Digital 365 Main LLC		
	<i>Professional Service</i>	\$183,932
CDW Government Inc		
	<i>Computer supply</i>	\$5,613
<i>Project Management Academy</i>		
	<i>Group Training</i>	\$13,940

Regional Measure 2 Operating Budget
As of May 2016 (\$000)

Project #	Project Title	Total Budget	Allocation	Actual	Encumbrance	Balance Remaining
1	Richmond Bridge Express Bus	2,474	2,474	1,563	911	-
2	Napa Vine Service	426	426	348	78	-
3	Express Bus North - serving SFOBB, Dumbarton, San Mateo bridges	3,751	3,751	1,927	1,824	-
4	Express Bus South - serving Carquinez and Benicia Bridges	7,074	7,074	5,127	1,947	-
5	Dumbarton Bus	2,667	2,467	2,081	386	200
6	WETA Ferry Operations	15,300	15,300	7,827	7,473	-
7	Owl Service - BART Corridor	2,004	1,827	1,452	375	177
8	MUNI Metro 3rd St	2,500	2,500	2,500	-	-
9	AC Enhanced Bus Service	3,000	3,000	2,500	500	-
11	Water Emergency Transportation Authority Regional Planning	3,000	3,000	1,960	1,040	-
	Subtotal for Operating Assistance Program	42,196	41,819	27,285	14,534	377
N/A	Clipper Marketing	2,825	-	1,398		1,427
N/A	RM2 Marketing	200	-	4	202	(6)
N/A	511 Real Time Transit	200	-	-	-	200
N/A	Route 29 Marketing	90	-	90	-	-
	Total for Clipper and RM2 Marketing	3,315	-	1,492	202	1,621
	Total	\$45,511	\$41,819	\$28,777	\$14,736	\$1,998

Regional Measure 2 Project Budget

As of May 2016 (\$000) - Life to Date

Program	Project Title	Total Budget	Allocation	Actual	Encumbrance	Balance Remaining
1	BART/MUNI Direct Connection at Embarcadero & Civic Center Stations	\$3,000	-	-	-	\$3,000
2	SF MUNI Metro 3rd Street LRT Extension	30,000	30,000	30,000	-	-
3	MUNI Historic Streetcar Expansion (E-Line)	10,000	10,000	9,581	419	-
4	Dumbarton Commuter Rail Service ^{i,iv,xii}	9,157	8,965	8,932	33	192
5	Vallejo Ferry Intermodal Station ^v	26,000	24,827	23,156	1,671	1,173
6	Solano County Express Bus Intermodal Facilities ^{vi}	12,251	12,251	11,695	556	-
7	Solano County Corridor Improvements near I-80 / I-680 Interchange	100,000	100,000	92,366	7,634	-
8	I-80 EB HOV Lane Extension from Route 4 to Carquinez Bridge	37,175	37,175	37,175	-	-
9	Richmond Parkway Park & Ride ^{vii}	3,850	1,573	857	716	2,277
10	SMART Extension to Larkspur ^{ii,vii}	56,500	42,600	37,494	5,106	13,900
11	Greenbrae Interchange Improvement ^{ii,viii}	43,500	27,059	19,974	7,085	16,441
12	Direct HOV lane connector from I-680 to the Pleasant Hill BART ^{ix}	20,425	15,742	7,053	8,689	4,683
13	Rail Extension to East Contra Costa/E-BART	96,000	96,000	90,529	5,471	-
14	Capitol Corridor Improvements in Interstate-80/Interstate 680 Corridor ^{vi,x}	35,950	35,950	19,583	16,367	-
15	Central Contra Costa Bay Area Rapid Transit (BART) Crossover	25,000	25,000	25,000	-	-
16	Benicia-Martinez Bridge: New Span	50,000	50,000	50,000	-	-
17	Remaining Regional Express Bus North - Competitive Program Projects ^{v,x}	18,799	18,799	17,240	1,559	-
18	Clipper	22,000	21,980	20,653	1,327	20
19	Real-time transit information	20,000	20,000	18,425	1,575	-
20	Safe Routes to Transit	22,500	21,862	14,761	7,101	638
21	BART Tube Seismic Retrofit	33,801	33,801	33,801	-	-
22	Transbay Terminal/Downtown Extension	150,000	150,000	147,070	2,930	-
23	Oakland Airport Connector	115,199	115,199	115,199	-	-
24	AC Transit Enhanced Bus - Phase 1 (International Blvd/Telegraph Ave. Corridor) ^{vii}	77,760	77,760	29,107	48,652	-
25	Commute Ferry Service for Alameda/Oakland/Harbor Bay	12,000	12,000	5,270	6,730	-
26	Commute Ferry Service for Berkeley/Albany	12,000	12,000	-	12,000	-
27	Commute Ferry Service for South San Francisco	12,000	12,000	11,998	2	-
28	Water Transit Facility Imps., Spare Vessels and Environmental Review	48,000	27,905	26,769	1,136	20,095
29	Regional Express Bus South - Remaining Projects ^{iv,vii,xi}	33,933	29,132	27,192	1,940	4,801
30	I-880 North Safety Improvements ^{xi}	12,300	12,300	9,601	2,699	-
31	BART Warm Springs Extension ⁱ	186,000	186,000	154,247	31,753	-
32	I-580 (Tri Valley) Rapid Transit Corridor Improvements	65,000	53,005	50,484	2,521	11,995
33	Regional Rail Master Plan	6,500	6,456	5,959	497	44
34	Integrated Fare Structure Program	1,500	1,500	900	600	-
35	Transit Commute Benefits Promotion	5,000	5,000	3,366	1,634	-
36	Caldecott Tunnel Improvements ^{ix}	45,075	45,075	42,372	2,703	-
37	BART's Fixed Guideway Rehab	24,000	24,000	23,381	619	-
38	Regional Express Lane Network ⁱⁱⁱ	4,825	4,825	-	4,825	-
39	Modifications in I-80 and San Pablo ⁱⁱⁱ	8,000	8,000	6,882	1,118	-
40	Caltrain Electrification ^{viii,xii}	20,000	-	-	-	20,000
Total		\$1,515,000	\$1,415,741	\$1,228,072	\$187,668	\$99,259

ⁱ Allocated \$91 million from the Dumbarton Commuter Rail Service to the BART to Warm Springs Extension

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

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

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

Shaded projects are completed

Rehab Project Budget

As of May 2016 (\$000) - Life to Date

Program #	Program	Total Budget	Total Expenses	Encumbrance	Balance Remaining
6812	Benicia-Martinez Bridge Rehab	1,516	-	-	1,516
6813	Carquinez Bridge Rehab	33,877	26,061	-	7,816
6814	Richmond-San Rafael Bridge Rehab	54,348	45,446	-	8,902
6825	San Francisco-Oakland Bay Bridge Rehab	169,608	133,166	-	36,442
6826	San Mateo-Hayward Bridge Rehab	106,646	50,884	1	55,762
6827	Dumbarton Bridge Rehab	4,792	4,792	-	-
6828	All Bridges Rehab	59,220	59,220	-	-
6829	Caltrans Reserve	996	4	-	992
8030	Completed/Defunded/Transferred Projects	117,302	116,623	-	679
8033	Minor Toll Plaza Rehab Projects	935	589	-	346
8210	New Benicia Bridge *	1,715	1,456	-	259
8315	Site Mitigation & Landscaping	154	83	-	71
8615	I-880/SR-92 Landscaping**	6,640	5,385	-	1,255
8629	Minor Bridge Rehab Projects	903	45	-	858
8637	Bay Trail Improvements	115	-	-	115
TOTAL CALTRANS REHAB BUDGET		558,767	443,754	1	115,013
8012	All Electronic Tolling Study	450	380	70	-
8528	Bay Lights Maintenance	160	-	-	160
8530	Drainage Studies for the Bridge	500	-	300	200
8531	Benicia New Toll Plaza ORT	4,153	4,153	-	-
8539	SFOBB Eyebare Repair Review	2,914	2,660	254	-
8540	Regional Transportation Sea Level Rise Asset	2,000	-	-	2,000
8594	SFOBB West Span Pathway PSR	12,300	5,299	6,251	750
8602	Hybrid/ETC Lane Modifications	874	874	-	-
8631	Procure New Callboxes	2,344	2,344	-	-
8900	ETC Regional CSC Development	13,998	10,970	3,028	(0)
8901	ETC Transponder Procurement	60,201	55,987	4,031	183
8902	Future CSC Upgrades/Replacement	17,840	15,714	2,126	0
8903	ATCAS Lane Host Upgrades	33,800	31,389	213	2,198
8904	Fastrak Sign & Sign Structure Improvements	29,555	29,329	181	45
8905	Misc. Bridge Improvements	9,496	4,165	553	4,778
8907	Toll Plaza Capital Improvements	14,448	11,141	1,581	1,726
8908	Enterprise Computing HW/SW	4,035	2,385	73	1,578
8909	Gateway Park Planning	29,140	9,925	4,440	14,775
8912	ETC Transponder Tag Swap	2,137	1,929	208	-
8913	SFOBB Administration Building	25,619	25,220	-	399
8914	Violation Enforcement System Upgrade	7,842	7,842	-	(0)
8916	Bay Crossing Study	540	540	-	-
8917	IT Security Procedures & Policies	750	89	11	650
8918	Maintenance Complex	531	410	85	36
8920	Plaza and Canopy Improvements	9,272	8,546	717	9
8921	SFOBB Lane 17 & 18 Lane Reconfiguration	3,575	1,654	86	1,835
8922	Metering Lights Replacement	2,450	234	974	1,242
8923	Bridge Records Recordation and Storage	500	55	20	425
8924	Antioch Bridge Approach	50,000	43,076	6,834	90
8926	Bridge Modeling & Investigations	5,000	-	-	5,000
8927	CCTV Installation	6,000	-	-	6,000
8928	BATA Program Contingency	3,259	-	-	3,259
8930	Richmond-San Rafael Bridge Rehab	23,600	7,196	1,800	14,604
8933	Plan Bay Area TMS	9,000	239	3,719	5,042
8934	Temp License Plate System Implementation	500	-	-	500
8935	Communications in Bridge Corridors	2,500	-	-	2,500
8936	Backhaul Connection Infrastructure	1,000	88	53	859
8000-05	Capital Program Audit	8,000	5,978	340	1,682
8000-16	SRA/RM1 Program Monitoring	46,045	43,827	516	1,703
Total BATA REHAB BUDGET		446,328	333,638	38,464	74,226
TOTAL REHAB BUDGET		1,005,095	777,392	38,465	189,239

Shaded projects are completed

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

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

Seismic Capital Project Budget

As of May 2016 (\$000) - Life to Date

Program	Base Budget	Current Budget****	Total Expenses*	Encumbrance	Remaining Balance
San Francisco-Oakland Bay Bridge East Span Repl	\$ 5,486,600	\$ 6,471,500	\$ 6,148,666	\$ 322,834	\$ -
San Francisco-Oakland Bay Bridge West Span Retrofit	307,900	305,316	305,316	-	-
San Francisco-Oakland Bay Bridge West Approach Repl	429,000	459,500	450,359	9,141	-
Antioch Bridge Retrofit	-	71,100	71,093	7	-
Dumbarton Bridge Retrofit	-	112,400	112,328	72	-
Richmond-San Rafael Bridge Retrofit ***	808,100	795,200	794,870	330	-
Benicia-Martinez Bridge Retrofit	177,800	177,830	177,817	13	-
Carquinez Bridge Retrofit	114,200	114,206	114,206	-	-
San Mateo-Hayward Bridge Retrofit	163,500	163,412	163,412	-	-
Subtotal for Bay Area Bridges	7,487,100	8,670,464	8,338,067	332,397	-
Misc Program Costs	30,000	30,000	26,024	3,976	-
Program Contingency**	989,000	72,606	-	72,606	-
Vincent Thomas Bridge Retrofit (non-BATA, for information)	58,500	58,510	58,411	99	-
San Diego-Coronado Bridge Retrofit (non BATA, for	103,500	103,520	103,235	285	-
Subtotal for Other Bridges	162,000	162,030	161,646	384	-
Total for Toll Bridge Seismic Retrofit Program	\$ 8,668,100	\$ 8,935,100	\$ 8,525,737	\$ 409,363	\$ -

*Includes pre AB144 LTD expenses from Caltrans to April 2006	3,709,068
Bata expenses from May 2006 to current	4,816,669
	<u>8,525,737</u>

**** Contingency Allocation**

Contingency per Budget	989,000
Allocation to SFO BB East Span Repl 7/07	(179,220)
Allocation to Benicia-Martinez 7/07	(30)
Allocation to San Mateo-Hayward 7/07	(10)
Allocation to Vincent Thomas 7/07	(10)
Allocation to San Diego-Coronado 7/07	(20)
Unallocate from Carquinez 7/07	70
Allocation to SFO BB West Approach 3/26/08	(24,700)
Allocation to SFO BB East Span Repl 7/08	(36,290)
Unallocate from Richmond SR 7/08	8,500
Allocations to SFOBB West Approach 12/17/08	(17,000)
Allocation to SFOBB East Span Replacement 12/09	(50,600)
Allocation for Antioch Contingency 1/10	72,000
Allocation for Dumbarton Contingency 1/10	118,000
Allocation to SFOBB East Span Replacement 7/10	(138,390)
Unallocate from SFOBB West Approach 7/10	3,000
Unallocate from Antioch Contingency 7/10	(43,000)
Allocate to SFOBB East Span 9/10	(293,080)
Allocate to SFOBB East Span 3/23/11	(106,200)
Allocate to SFOBB East Span 6/27/12	(14,450)
Allocate to SFOBB West Approach 6/27/12	(1,000)
Allocate to Carquinez 6/27/12	(70)
Unallocate from SFOBB East Span 11/28/12	17,230
Unallocate from SFOBB West Span 11/28/12	2,584
Allocate to SFOBB West Approach 11/28/12	(1,000)
Allocate to Carquinez 11/28/12	(6)
Unallocate from San Mateo-Hayward 11/28/12	98
Unallocate Antioch Bridge 11/28/12	19,000
Unallocate Dumbarton Bridge 11/28/12	300
Allocate to SFOBB East Span 2/27/13	(5,569)
Allocate to Transit Core Capacity Challenge Grant 12/18/13	(130,000)
Allocate to SFOBB East Span 7/1/14	(103,800)
Unallocate Antioch Bridge 7/1/15	10,900
Unallocate Dumbarton Bridge 7/1/15	34,500
Allocate to SFOBB East Span 3/23/16	(58,131)
Remaining Balance	<u>72,606</u>

Shaded projects are completed

***Moved \$16.9 million from Richmond-San Rafael Bridge Retrofit Budget to RM 1.

****February financial reflects budget update approved on 3/23/16

AB 1171 Project Budget

As of May 2016 (\$000) - Life to Date

Project Title	Total Budget	Allocation	Actual	Encumbrance	Balance Remaining
Doyle Drive Replacement	80,000	80,000	78,558	1,442	-
East Contra Costa BART Extension	111,500	111,500	92,554	18,946	-
Transbay Terminal/Downtown Extension:Phase 1	150,000	148,800	143,836	4,964	1,200
Tri-Valley Transit Access Improve. To BART	95,000	10,100	5,929	4,171	84,900
Regional Express Lane Network	2,800	2,800	2,800	-	-
Fairfield/Vacaville Train Station	9,000	9,000	-	9,000	-
I80/680 Interchange	100,000	100,000	80,180	19,820	-
Other Corridor Improvement	10,200	10,150	10,150	0	50
VTA Mission/Warren/Truck Rail Facility	6,500	6,500	-	6,500	-
BART to Warm Spring Extension	5,000	5,000	2,354	2,646	-
Total	\$570,000	\$483,850	\$416,361	\$67,489	\$86,150

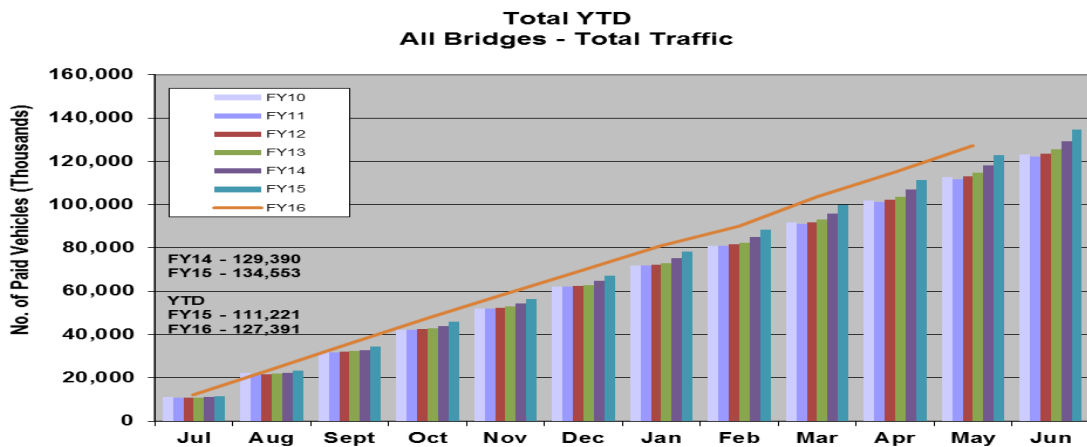
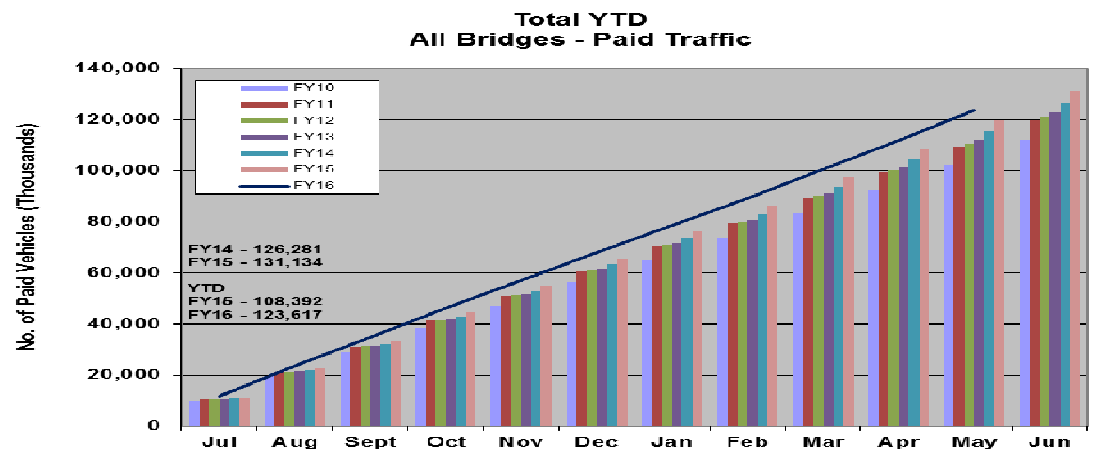
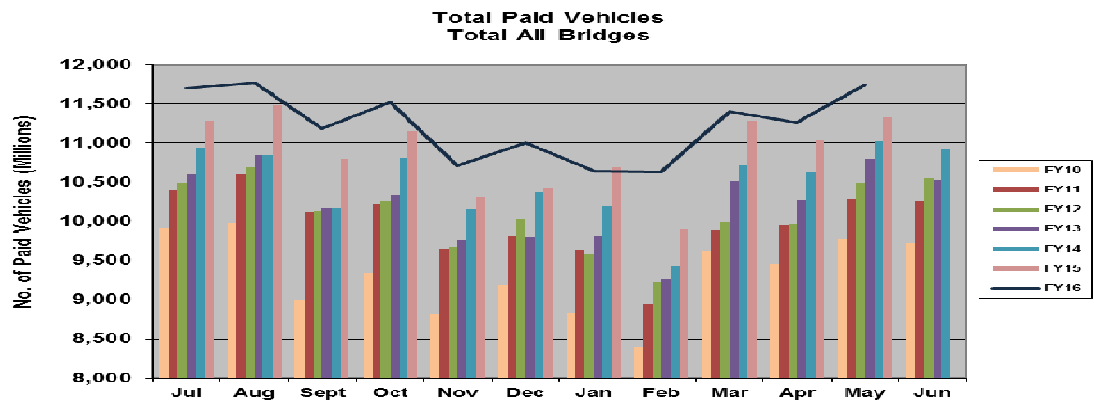
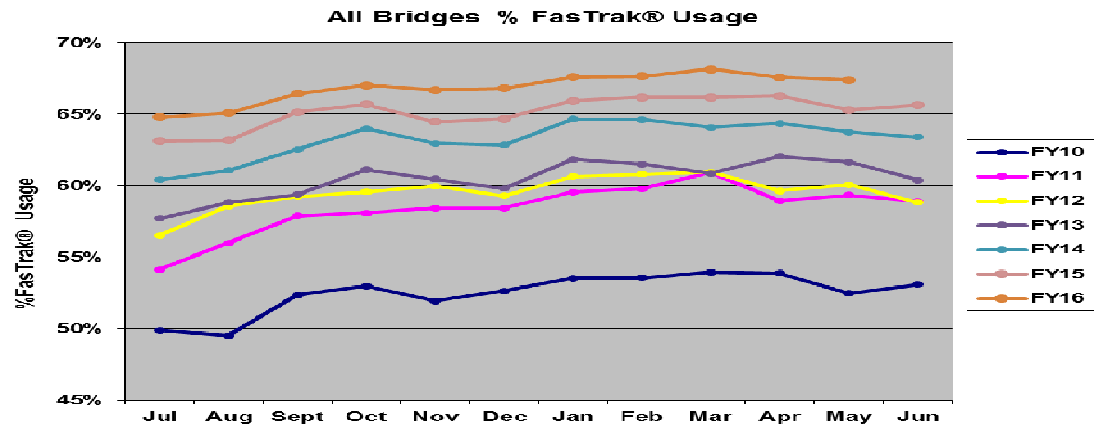
AB 1171 Program Budget:	\$570,000
Approved Projects:	\$483,850
AB 1171 Program Balance:	<u>\$86,150</u>

Shaded projects are completed

Other Capital Projects

As of May 2016 (\$000) - Life to Date

Project Title		Total Budget	Actual	Encumbrance	Balance Remaining
6840	Program Costs: Planning, Coordination & Management	28,437	11,031	3,399	14,008
6841	Centralized Toll System	33,574	9,235	20,021	4,318
6842	CC-680 Southern Segment Conversion	55,649	27,115	19,742	8,792
6843	Capitalized Start-up O&M	16,000	103	1,914	13,983
6844	ALA-880 Conversion	77,779	14,840	45,793	17,146
6845	CC-680 Northern Segment - Southbound Conversion	32,288	525	35	31,728
6846	SOL-80 West Conversion	2,852	233	616	2,003
6847	Program Contingency	59,801	-	-	59,801
6848	CC-680 Northern Segment - Southbound HOV Completion	19,000	-	-	19,000
6849	SOL-80 East Express Lane Conversion	16,114	-	13,630	2,484
6851	84/Dumbarton Bridge	323	323	-	(0)
6852	92/San Mateo Bridge	369	369	-	(0)
849	Express Lanes Total	\$342,186	\$63,775	\$105,149	\$173,262
847	Core Capacity Challenge	250,000	-	24,923	225,077
Grand Total		\$592,186	\$63,775	\$130,072	\$398,339





Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #: 15-1655 **Version:** 1 **Name:**

Type: Resolution **Status:** Consent

File created: 5/8/2016 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/13/2016 **Final action:**

Title: BATA Resolution No. 52, Revised - Update to the FasTrak® Regional Customer Service Center (RCSC) Policies to Clarify Their Applicability to All Facilities Served by the RCSC

Sponsors:

Indexes:

Code sections:

Attachments: [4c BATA Reso-52 RCSC Policy Update](#)

Date	Ver.	Action By	Action	Result
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Subject:

BATA Resolution No. 52, Revised - Update to the FasTrak® Regional Customer Service Center (RCSC) Policies to Clarify Their Applicability to All Facilities Served by the RCSC

Presenter:

Beth Zelinski

Recommended Action:

Authority Approval



BAY AREA TOLL AUTHORITY

Bay Area Metro Center

375 Beale Street

San Francisco, CA 94105

TEL 415.778.6700

WEB www.mtc.ca.gov

Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1252

RE: BATA Resolution No. 52, Revised – Update to the FasTrak® Regional Customer Service Center (RCSC) Policies to Clarify Their Applicability to All Facilities Served by the RCSC

BATA has long been responsible for the administration of the electronic toll collection program for the state-owned toll bridges in the Bay Area and the Golden Gate Bridge. BATA also has contracted and will contract with other entities and toll facility operators, including those operating express lanes, to provide some or all of the services of its consolidated Regional Customer Service Center.

The efficient operation of the Regional Customer Service Center requires a common set of operating policies. Staff is proposing to update those policies by revising and superseding Resolution No. 52 to clarify that these policies are applicable to all facilities served by the Regional Customer Service Center. Staff also is proposing to update the minimum balance for license plate and one-time payment accounts from \$6 to \$7.25.

BATA Resolution No. 52, Revised is attached with revisions noted. Also attached is the Resolution as it would be forwarded to the Authority for approval.

Recommendation

Staff recommends that the Committee refer BATA Resolution No. 52, Revised, to the Authority for approval.



Steve Heminger

Attachments

J:\COMMITTEE\BATA Oversight\2016\07_Jul'2016_BATA O\4c_BATA_Reso-52_Memo.docx

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA
10/24/12-BATA
07/27/16-BATA

ABSTRACT

BATA Resolution No. 52, Revised

This resolution adopts the FasTrak[®] Regional Customer Service Center Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area.

Attachment A to this Resolution was revised on July 26, 2006 to revise the policies for toll tag deposit and prepaid toll balances for the FasTrak[®] program, effective October 1, 2006.

Attachment A to this Resolution was revised on October 24, 2012 to amend the policies to add license plate and one-time payment accounts and to delete the commercial post-paid account from the FasTrak[®] program, effective December 8, 2012 or upon commencement of Golden Gate Bridge Highway and Transportation District All Electronic Toll Collection Program.

This resolution was revised on July 27, 2016, to clarify that the FasTrak[®] Regional Customer Service Center Policies are applicable to all facilities served by the FasTrak[®] Regional Customer Service Center. Attachment A to this Resolution was also revised on July 27, 2016 to update the minimum balance for License Plate and One Time Payment Accounts and to make other clarifying changes.

Further discussion of this resolution is contained in the Executive Director's memoranda dated July 7, 2004; July 5, 2006~~and~~, October 3, 2012, and July 6, 2016.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/27/16-BATA

Re: Adoption of the FasTrak® Regional Customer Service Center (RCSC) Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area, as revised for all facilities served by the RCSC

BAY AREA TOLL AUTHORITY
RESOLUTION No. 52, Revised

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

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

WHEREAS, in accordance with Streets and Highways Code § 30950.2, BATA is responsible for programming, administering, and allocating all toll revenues, except revenues from the seismic retrofit surcharge, from state-owned toll bridges within the jurisdiction of the Metropolitan Transportation Commission; and

WHEREAS, Bay Area bridges are defined in Streets and Highways Code § 30910 to include the Antioch, Benicia-Martinez, Carquinez, Richmond-San Rafael, San Francisco-Oakland, San Mateo-Hayward, and Dumbarton Bridges, and

WHEREAS, the California Department of Transportation (Caltrans) implemented electronic toll collection on all Bay Area state-owned toll bridges on December 31, 2000, and

WHEREAS, pursuant to the BATA-Caltrans Cooperative Agreement dated July 1, 2004, Caltrans delegated to BATA certain responsibilities related to the administration of the electronic toll collection program, and

WHEREAS, BATA and the Golden Gate Bridge Highway and Transportation District entered into a Cooperative Agreement on August 26, 2003 to consolidate FasTrak™ Service Center operations, and

WHEREAS, the consolidated Regional Customer Service Center requires a common set of operating policies, and

WHEREAS, BATA has contracted and will contract to provide other entities and toll facility operators, including those operating express lanes, with some or all of the services of its consolidated Regional Customer Service Center; now, therefore, be it

RESOLVED, that BATA hereby adopts the FasTrak™ Regional Customer Service Center Policies, effective May 30, 2005, as revised, as set forth in Attachment A to this Resolution, and incorporated herein as though set forth at length.

BAY AREA TOLL AUTHORITY

Dave Cortese, Chair

The above resolution, revising and superseding the resolution approved on July 28, 2004, was ~~first~~ entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in ~~Oakland~~ San Francisco, California, on ~~July 28, 2004~~ July 27, 2016.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA
10/24/12-BATA
07/27/16-BATA

Attachment A
Resolution No. 52
Page 1 of 4

FasTrak® Regional Customer Service Center (RCSC) Policies,
effective December 8, 2012 on the
San Francisco Bay Area State-Owned Toll Bridges, as revised for all
facilities served by the RCSC

Attachment A



Regional Customer Service Center Policies **effective December 8, 2012, as revised on July 27, 2016**

	Policy	Regional CSC effective December 8, 2012, <u>as revised on July 27, 2016</u>
1.	General	
2.	Terms & Conditions	Regional CSC license agreement
3.	Privacy Policy	Regional CSC privacy policy
4.	Account types	
5.	Prepaid Accounts	- Private, Business, Non-revenue, Anonymous
6.	Commercial Post Paid Accounts	Deleted
7.	License Plate Account	Yes
8.	One Time Payment	Yes
9.	Account policies	
10.	Prepaid Toll Account Opening Balance	Credit Card Account - \$25 per tag Cash/check Account- \$50 per tag N/A for License Plate Account and One Time Payment
11.	Replenishment Amount	Private: Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 1-month average based on previous 90 days usage Business: Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 45-day average based on previous 90 days usage N/A for License Plate Account and One Time Payment
12.	Replenishment Threshold	Credit Card Account - \$15 min. or 2-week average use based on previous 90 days Cash/check Account - \$30 min. or 2-week average use based on previous 90 days N/A for License Plate Account and One Time Payment
13.	License Plate Account and One Time Payment Minimum Balance	Credit card – Charged to credit card Cash/check - <u>\$67.25 or current toll rate on GGB for 2 axle vehicle</u>
14.	Tag Deposit	Credit Card Account - \$20 per tag, waived for first 3 tags Cash/check Account - \$20 per tag N/A for License Plate Account and One Time Payment

Attachment A



Regional Customer Service Center Policies
effective December 8, 2012, as revised on July 27, 2016

	Policy	Regional CSC effective December 8, 2012, <u>as revised on July 27, 2016</u>
15.	Max number of tags	None
16.	Lost/stolen tags maximum liability	\$0 after notification, No maximum
17.	Low Balances	Credit Card Account - Automatic replenishment Cash/check Account - Send notice requesting replenishment; In-lane display shows low balance message
18.	Account Suspension	Immediate tag suspension when account balance is less than zero
19.	Account Revocation	Negative Balance for 90 days OR No activity for one year
20.	One Time Payment Account Closure	Limited term – account closed after 30 days Balance not refundable
21.	Reciprocity	
22.	Toll Discounts apply to customers of other toll facilities	Yes
23.	Guarantee of tolls to other toll agencies based on Regional CSC tag and plate files	Yes
24.	Account fees	
25.	Additional Statement Fee	1. \$1 for monthly paper statements 2. \$1 statement regeneration 3. \$7 for disk (business and commercial accounts only)
26.	Bad Check Fee	\$25
27.	Tag Replacement Charges	\$20 interior \$20 exterior
28.	Infrequent User Fee	None.
29.	Account Maintenance Fee	None.
30.	Tags Fees/Sales	None.
31.	Post Paid License Plate Toll Invoices	Golden Gate Bridge Only

Attachment A



Regional Customer Service Center Policies

effective December 8, 2012, as revised on July 27, 2016

	Policy	Regional CSC effective December 8, 2012, <u>as revised on July 27, 2016</u>
32.	Violation Policies	
33.	Toll Evasion	<p><u>All Violations</u></p> <p>1st Notice Toll + \$25 penalty</p> <p>2nd Notice Toll + \$70 penalty</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. If the violation is determined to be the fault of the toll agency. 2. For 1st time offense, a non-customer can open a FasTrak account and the \$25 penalty will be waived. 3. For FasTrak account holders in good standing, toll-only will be posted to the account balance. If the account balance is less than the amount of the toll, the account balance must be brought to the opening balance<u>replenishment threshold</u> amount prior to posting the violation toll amount. <p>Processing fee of \$3 for DMV registration holds, when applicable.</p>

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA
10/24/12-BATA
07/27/16-BATA

ABSTRACT

BATA Resolution No. 52, Revised

This resolution adopts the FasTrak[®] Regional Customer Service Center Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area.

Attachment A to this Resolution was revised on July 26, 2006 to revise the policies for toll tag deposit and prepaid toll balances for the FasTrak[®] program, effective October 1, 2006.

Attachment A to this Resolution was revised on October 24, 2012 to amend the policies to add license plate and one-time payment accounts and to delete the commercial post-paid account from the FasTrak[®] program, effective December 8, 2012 or upon commencement of Golden Gate Bridge Highway and Transportation District All Electronic Toll Collection Program.

This resolution was revised on July 27, 2016, to clarify that the FasTrak[®] Regional Customer Service Center Policies are applicable to all facilities served by the FasTrak[®] Regional Customer Service Center. Attachment A to this Resolution was also revised on July 27, 2016 to update the minimum balance for License Plate and One Time Payment Accounts and to make other clarifying changes.

Further discussion of this resolution is contained in the Executive Director's memoranda dated July 7, 2004; July 5, 2006, October 3, 2012, and July 6, 2016.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/27/16-BATA

Re: Adoption of the FasTrak® Regional Customer Service Center (RCSC) Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area, as revised for all facilities served by the RCSC

BAY AREA TOLL AUTHORITY
RESOLUTION No. 52, Revised

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

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

WHEREAS, in accordance with Streets and Highways Code § 30950.2, BATA is responsible for programming, administering, and allocating all toll revenues, except revenues from the seismic retrofit surcharge, from state-owned toll bridges within the jurisdiction of the Metropolitan Transportation Commission; and

WHEREAS, Bay Area bridges are defined in Streets and Highways Code § 30910 to include the Antioch, Benicia-Martinez, Carquinez, Richmond-San Rafael, San Francisco-Oakland, San Mateo-Hayward, and Dumbarton Bridges, and

WHEREAS, the California Department of Transportation (Caltrans) implemented electronic toll collection on all Bay Area state-owned toll bridges on December 31, 2000, and

WHEREAS, pursuant to the BATA-Caltrans Cooperative Agreement dated July 1, 2004, Caltrans delegated to BATA certain responsibilities related to the administration of the electronic toll collection program, and

WHEREAS, BATA and the Golden Gate Bridge Highway and Transportation District entered into a Cooperative Agreement on August 26, 2003 to consolidate FasTrak™ Service Center operations, and

WHEREAS, the consolidated Regional Customer Service Center requires a common set of operating policies, and

WHEREAS, BATA has contracted and will contract to provide other entities and toll facility operators, including those operating express lanes, with some or all of the services of its consolidated Regional Customer Service Center; now, therefore, be it

RESOLVED, that BATA hereby adopts the FasTrak™ Regional Customer Service Center Policies, effective May 30, 2005, as revised, as set forth in Attachment A to this Resolution, and incorporated herein as though set forth at length.

BAY AREA TOLL AUTHORITY

Dave Cortese, Chair

The above resolution, revising and superseding the resolution approved on July 28, 2004, was entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in San Francisco, California, on July 27, 2016.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA
10/24/12-BATA
07/27/16-BATA

Attachment A
Resolution No. 52
Page 1 of 4

**FasTrak® Regional Customer Service Center (RCSC) Policies,
effective December 8, 2012 on the
San Francisco Bay Area State-Owned Toll Bridges, as revised for all
facilities served by the RCSC**

Attachment A



Regional Customer Service Center Policies

effective December 8, 2012, as revised on July 27, 2016

	Policy	Regional CSC effective December 8, 2012, as revised on July 27, 2016
1.	General	
2.	Terms & Conditions	Regional CSC license agreement
3.	Privacy Policy	Regional CSC privacy policy
4.	Account types	
5.	Prepaid Accounts	- Private, Business, Non-revenue, Anonymous
6.	Commercial Post Paid Accounts	Deleted
7.	License Plate Account	Yes
8.	One Time Payment	Yes
9.	Account policies	
10.	Prepaid Toll Account Opening Balance	Credit Card Account - \$25 per tag Cash/check Account- \$50 per tag N/A for License Plate Account and One Time Payment
11.	Replenishment Amount	Private: Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 1-month average based on previous 90 days usage Business: Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 45-day average based on previous 90 days usage N/A for License Plate Account and One Time Payment
12.	Replenishment Threshold	Credit Card Account - \$15 min. or 2-week average use based on previous 90 days Cash/check Account - \$30 min. or 2-week average use based on previous 90 days N/A for License Plate Account and One Time Payment
13.	License Plate Account and One Time Payment Minimum Balance	Credit card – Charged to credit card Cash/check - \$7.25 or current toll rate on GGB for 2 axle vehicle
14.	Tag Deposit	Credit Card Account - \$20 per tag, waived for first 3 tags Cash/check Account - \$20 per tag N/A for License Plate Account and One Time Payment

Attachment A



Regional Customer Service Center Policies
effective December 8, 2012, as revised on July 27, 2016

	Policy	Regional CSC effective December 8, 2012, as revised on July 27, 2016
15.	Max number of tags	None
16.	Lost/stolen tags maximum liability	\$0 after notification, No maximum
17.	Low Balances	Credit Card Account - Automatic replenishment Cash/check Account - Send notice requesting replenishment; In-lane display shows low balance message
18.	Account Suspension	Immediate tag suspension when account balance is less than zero
19.	Account Revocation	Negative Balance for 90 days OR No activity for one year
20.	One Time Payment Account Closure	Limited term – account closed after 30 days Balance not refundable
21.	Reciprocity	
22.	Toll Discounts apply to customers of other toll facilities	Yes
23.	Guarantee of tolls to other toll agencies based on Regional CSC tag and plate files	Yes
24.	Account fees	
25.	Additional Statement Fee	1. \$1 for monthly paper statements 2. \$1 statement regeneration 3. \$7 for disk (business and commercial accounts only)
26.	Bad Check Fee	\$25
27.	Tag Replacement Charges	\$20 interior \$20 exterior
28.	Infrequent User Fee	None.
29.	Account Maintenance Fee	None.
30.	Tags Fees/Sales	None.
31.	Post Paid License Plate Toll Invoices	Golden Gate Bridge Only

Attachment A



Regional Customer Service Center Policies

effective December 8, 2012, as revised on July 27, 2016

	Policy	Regional CSC effective December 8, 2012, as revised on July 27, 2016
32.	Violation Policies	
33.	Toll Evasion	<p><u>All Violations</u></p> <p>1st Notice Toll + \$25 penalty</p> <p>2nd Notice Toll + \$70 penalty</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. If the violation is determined to be the fault of the toll agency. 2. For 1st time offense, a non-customer can open a FasTrak account and the \$25 penalty will be waived. 3. For FasTrak account holders in good standing, toll-only will be posted to the account balance. If the account balance is less than the amount of the toll, the account balance must be brought to the replenishment threshold amount prior to posting the violation toll amount. <p>Processing fee of \$3 for DMV registration holds, when applicable.</p>



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #:	15-1736	Version:	1	Name:	
Type:	Resolution	Status:		Consent	
File created:	6/9/2016	In control:		Bay Area Toll Authority Oversight Committee	
On agenda:	7/13/2016	Final action:			
Title:	BATA Resolution No. 96, Revised - Update to FasTrak® Privacy Policy to Clarify its Applicability to All Facilities Served by the FasTrak® Regional Customer Service Center				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	4d BATA Reso-96 Privacy Policy Update				

Date	Ver.	Action By	Action	Result
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Subject:

BATA Resolution No. 96, Revised - Update to FasTrak® Privacy Policy to Clarify its Applicability to All Facilities Served by the FasTrak® Regional Customer Service Center

Presenter:

Beth Zelinski

Recommended Action:

Authority Approval



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

Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1253

RE: BATA Resolution No. 96, Revised – Update to FasTrak® Privacy Policy to Clarify its Applicability to All Facilities Served by the FasTrak® Regional Customer Service Center

BATA Resolution No. 96, Revised establishes BATA's privacy policy with respect to the collection, use, and protection of personally identifiable information in connection with the FasTrak® Program. When adopted in December 2010, BATA's FasTrak® Regional Customer Service Center (RCSC) serviced customer electronic toll transactions for Bay Area state-owned bridges and the Golden Gate Bridge. Since that time, BATA has contracted and will contract with other entities and toll facility operators, including those operating express lanes, to provide some or all of the services of its RCSC.

Staff is proposing to update Resolution No. 96 to clarify the applicability of BATA's privacy policy to the collection, use and protection of personally identifiable information in connection with all toll bridges, toll lanes, and other facilities served by the RCSC.

BATA Resolution No. 96, Revised is attached with revisions noted. Also attached is the Resolution as it would be forwarded to the Authority for approval.

Recommendation

Staff recommends that the Committee refer BATA Resolution No. 96, Revised, to the Authority for approval.



Steve Heminger

Attachments

Date: December 15, 2010
W.I.: 1253
Referred by: BATA Oversight
Revised: 01/06/11-ED 01/23/13-ED
05/21/14-ED 09/29/14-ED
05/23/16-ED 07/27/16-BATA

ABSTRACT

BATA Resolution No. 96, Revised

This resolution updates and adopts BATA's privacy policy with respect to the collection, use and protection of personal information.

This resolution supersedes Resolution No. 45, as amended.

Attachment A to this resolution was revised under Executive Director authority on January 6, 2011 to clarify terms in the first paragraph.

Attachment A to this resolution was revised under Executive Director authority on January 23, 2013 to address License Plate Accounts, One-Time Payment Accounts and use of Post-paid License Plate Toll Invoices, update name of CSC Contractor, and make other clarifications.

Attachment A to this resolution was revised under Executive Director authority on May 21, 2014 to address obtaining updates to credit card expiration dates from BATA's credit card processing contractor for FasTrak® Accounts, to delete Other Uses of FasTrak® Account Toll Tag Data for 511 Driving Times Service, and to make other clarifications.

Attachment A to this resolution was revised under Executive Director authority on September 29, 2014 to address the San Francisco International Airport Parking Program.

Attachment A to this resolution was revised under Executive Director authority on May 23, 2016 to address the Bay Area Express Lanes, and to make other clarifications.

This resolution was revised on July 27, 2016 to clarify that BATA's Privacy Policy is applicable to all -facilities served by the FasTrak® Regional Customer Service Center.

Further discussion of this resolution is contained in the Executive Director's memoranda dated December 1, 2010 and July 6, 2016.

Date: December 15, 2010
W.I.: 1253
Referred by: BATA Oversight
Revised: -07/27/16 BATA

Re: BATA Privacy Policy

BAY AREA TOLL AUTHORITY
RESOLUTION No. 96, Revised

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

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

WHEREAS, in accordance with Streets and Highways Code § 30950.2, BATA is responsible for programming, administering, and allocating all toll revenues, from state-owned toll bridges within the jurisdiction of the Metropolitan Transportation Commission; and

WHEREAS, Bay Area bridges are defined in Streets and Highways Code § 30910 to include the Antioch, Benicia-Martinez, Carquinez, Richmond-San Rafael, San Francisco-Oakland, San Mateo-Hayward, and Dumbarton Bridges, and

WHEREAS, the California Department of Transportation (Caltrans) implemented electronic toll collection on all Bay Area state-owned toll bridges on December 31, 2000, and

WHEREAS, under the Cooperative Agreement between BATA and Caltrans dated June 30, 2003, which has since been superseded by the provisions of the Cooperative Agreement dated April 25, 2006 between the parties, Caltrans has delegated to BATA certain responsibilities related to electronic toll collection, including customer service and violation processing, and

WHEREAS, BATA and the Golden Gate Highway and Transportation District entered into a Cooperative Agreement on August 26, 2003 to consolidate FasTrak® Customer Service Center Operations; and

WHEREAS, BATA has contracted and will contract to provide other entities and toll facility operators, including those operating express lanes, with some or all of the services of its consolidated Regional Customer Service Center; and

WHEREAS, customer service and violation processing requires the collection and use of personal information; and

WHEREAS, BATA previously adopted Resolution No. 45 which established BATA's privacy policy with respect to the collection, use and protection of personal information; and

WHEREAS, on December 15, 2010, BATA adopted Resolution No. 96, which BATA now wishes to update the BATA's privacy policy due, in part, to the enactment of SB 1268, which is codified in Section 31490 of the California Streets and Highways Code, which such policy has since been revised by Executive Director authority due to changes in law, regulation or procedures relating to the FasTrak® Program; and

WHEREAS, BATA now wishes to revise Resolution No. 96 to clarify its applicability to the collection and use of personally identifiable information in connection with all toll bridges, toll lanes, and other facilities served by the Regional Customer Service Center; now, therefore, be it

RESOLVED, that BATA hereby adopts BATA Resolution No. 96, as set forth in Attachment A to this Resolution, and incorporated herein as though set forth at length, which establishes BATA's privacy policy with respect to the collection, use and protection of personal information; and be it further

RESOLVED, that the Executive Director may revise Attachment A as may be required from time to time due to changes in law, regulation or procedures relating to the FasTrak® Program; and be it further

RESOLVED, that this resolution supersedes Resolution No. 45.

BAY AREA TOLL AUTHORITY

Dave Cortese, Chair

The above resolution, revising and superseding the resolution approved on December 15, 2010, was entered ~~was first entered~~ into by the Bay Area Toll Authority at a regular meeting of the Authority held in San Francisco~~Oakland~~, California, on July 27, 2016~~December 15, 2010~~.

Date: December 15, 2010
W.I.: 1253
Referred by: BATA Oversight
Revised: 01/06/11-ED 01/23/13-ED
05/21/14-ED 09/29/14-ED
05/23/16-ED
07/27/16-BATA*

Attachment A
BATA Resolution No. 96
Page 1 of 9

FasTrak® Privacy Policy

**The effective date of this Privacy Policy is December 15, 2010
Last Updated May 23, 2016**

Overview

The Bay Area Toll Authority (BATA) is committed to ensuring customer privacy and security. Specifically: (1) BATA will not provide personally identifiable information (“PII”) from FasTrak®, License Plate, or One-Time Payment Accounts (collectively referred to herein as “Accounts”), or, in the case of the Golden Gate Bridge, obtained as a result of a customer’s use of post-paid license plate toll invoices to pay his or her tolls (“Invoices”) to any third party without express customer consent, except as described in this Privacy Policy; (2) such PII will never be provided to advertisers for their use; and (3) BATA will maintain a secure environment for customer PII.

This Privacy Policy is intended to provide an understanding of how BATA handles PII collected by the FasTrak®, License Plate, or One-Time Payment Account programs or as a result of a customer’s use of Invoices. Among other things, this policy explains the types of information collected from customers; the third parties with whom BATA may share this information; and the process by which customers are notified about material changes to this Policy.

BATA’s contractor, Xerox State and Local Solutions, Inc. (“Xerox”) operates the FasTrak® Customer Service Center (“CSC”) on behalf of BATA. BATA oversees Xerox. FasTrak®’s terms and conditions [www. Bayareafastrak.org/static/about/terms-print.html](http://www.bayareafastrak.org/static/about/terms-print.html), License Plate Account terms and conditions <http://bayareafastrak.org/vector/dynamic/signup/videosignup.shtml>, and One-Time Payment Account terms and conditions <http://bayareafastrak.org/vector/dynamic/signup/OTPsSignup.shtml> notify customers that by enrolling in the FasTrak® Account, License Plate Account, or One-Time Payment Account programs and using the system, the customer is allowing BATA, its contractor, Xerox, and other third parties referenced herein, to process PII according to the provisions set forth in those documents and this Privacy Policy.

Definitions

The following definitions apply:

*Revisions to body of resolution only

Personally Identifiable Information (PII): PII identifies or describes a person or can be directly linked to a specific individual. Examples of PII include but are not limited to: a person's name, mailing address, business name, alternate contact information, e-mail address, fax number, toll tag number(s), Account number(s), license plate number(s) and state(s) of registration, vehicle make(s), model(s), year(s), telephone number(s), credit-card number(s), security code(s) and expiration date(s), and Travel Pattern Data.

Travel Pattern Data: A FasTrak® customer's toll tag number or License Plate or One-Time Payment Account customer's license plate number, as appropriate, is collected, in addition to the number of vehicle axles, as he or she drives through a toll booth to record the transaction and calculate the toll. The tag number, or license plate number, in conjunction with the toll booth location and date and time constitute a customer's Travel Pattern Data. For those customers using Invoices for payment, Travel Pattern Data is collected the same way as for License Plate or One-time Payment Accounts. For travel on Bay Area Express Lanes, Travel Pattern Data consists of a FasTrak® customer's toll tag number or license plate number (for those customers with License Plate or One-Time Payment Accounts) as applicable, along with date, time and location, which are collected at the entry and exit points of an Express Lane. For those FasTrak® customers who participate in the San Francisco International Airport (SFO) Parking Program, the dates and times when the customer enters and exits the SFO Parking Garage through a FasTrak® equipped entry and exit lane as well as the specific parking garage utilized also constitute Travel Pattern Data.

Aggregate Data or Aggregate Information: Aggregate data or information is statistical information that is derived from collective data that relates to a group or category of persons from which PII has been removed. Aggregate data reflects the characteristics of a large group of anonymous people. BATA may use aggregate data and provide aggregate data to others for such things as generating statistical reports for the purpose of managing program operations for Accounts and Invoices.

FasTrak® Account: A FasTrak® Account is an account that uses toll tags for toll payment. Such accounts are established prior to trips and have a balance prepaid by credit card, check or cash. Upon crossing the toll plaza, driving in an Express Lane as a Solo Driver or exiting the SFO Parking Garage, the toll is deducted from the pre-paid balance.

License Plate Account: A License Plate Account is an account for which tolls are paid based on the vehicle's license plate number. Such accounts are established prior to trips and are backed by a valid credit card or with a balance prepaid by check or cash. Upon crossing the toll plaza, or driving in a Bay Area Express Lane as a Solo Driver, the toll is charged to the credit card or deducted from the pre-paid balance.

One-Time Payment Account: A One-Time Payment Account is similar to a License Plate Account, but is limited in duration and requires a minimum payment of one toll trip.

Account or Accounts: Refers to FasTrak®, License Plate, and One-Time Payment Accounts together.

Post-paid License Plate Toll Invoices (“Invoices”): For those patrons who do not pre-establish a FasTrak® Account, License Plate Account, or a One-Time Payment Account, a toll invoice will be sent to the vehicle’s registered owner. Invoices, as a mechanism for paying tolls, are used on the Golden Gate Bridge only.

Bay Area Express Lanes: The Bay Area Express Lanes are comprised of I-680 southbound from Pleasanton to Milpitas, I-580 between Dublin and Livermore, both operated by the Alameda County Transportation Commission (“ACTC”), and SR-237 between Milpitas and San Jose, operated by the Santa Clara Valley Transportation Authority (“VTA”). Each Bay Area Express Lane is individually referred to as an “Express Lane.”

Solo Driver: A FasTrak® Customer who uses one of the Bay Area Express Lanes and does not indicate through proper transponder use that he or she meets the occupancy requirements to qualify for free tolls as a carpool.

Collection of Personally Identifiable Information

BATA collects PII, including some or all of the following during the Account registration process: name, business name, mailing address(es), e-mail address, telephone number(s), fax number, signature (electronic or hard copy), license plate number(s) and state(s) of registration, vehicle make(s), model(s), year(s), credit card number(s), expiration date(s), and security code(s). After registration and a FasTrak® toll tag has been assigned to a customer or a License Plate or One-time Payment Account has been associated with a license plate number, the toll tag or license plate number, as applicable, and Travel Pattern Data is collected as a customer drives through a toll booth or the entrance and exit gantry to an Express Lane, if a Solo Driver, to record the transaction. If a customer uses Invoices for payment (Golden Gate Bridge only), that customer’s license plate number and Travel Pattern Data is collected as he or she drives through a toll booth to record the transaction. BATA obtains the identity of the vehicle’s registered owner and address for purposes of mailing an invoice to collect the toll. For those customers who participate in the SFO Parking Program, BATA collects Travel Pattern Data when the customer enters and exits the SFO Parking Garage through a FasTrak® equipped entry and exit lane.

How BATA Uses Personally Identifiable Information

BATA uses the PII provided in order to effectively and efficiently process enrollments, manage accounts, collect payments, respond to questions, send customer e-mails about Account and Invoices program updates, provide information regarding significant changes to this Privacy Policy, and otherwise communicate with customers.

BATA may also obtain information about a customer from other sources, such as the California Department of Motor Vehicles (“DMV”), to pursue unpaid amounts due or to send an invoice to a customer paying tolls through Invoices. In addition, where a credit card number is associated with a customer’s FasTrak® Account, BATA, through its CSC Contractor, will attempt to update the expiration date before the credit card expires by obtaining such information from BATA’s credit card processing contractor. For travel on the Golden Gate Bridge, BATA obtains a

customer's Travel Pattern Data from the Golden Gate Bridge Highway and Transportation District (GGBHTD). For travel on the I-580 Express Lanes, BATA obtains a customer's Travel Pattern Data from ACTC and VTA for the Bay Area Express Lanes these agencies operate. Further, if you participate in the SFO Parking Program, BATA obtains the dates and times when the customer enters and exits the SFO Parking Garage through a FasTrak® equipped entry and exit lane as well as the specific parking garage utilized from SFO.

PII is only utilized as described in this Privacy Policy.

Third Parties with Whom BATA May Share Personally Identifiable Information

BATA may share PII with GGBHTD, ACTC, and VTA for the purpose of managing FasTrak® and other electronic toll collection operations (i.e. License Plate Accounts, One-Time Payment Accounts and Invoices). BATA may also share PII with other toll agencies within the State of California for the purpose of managing FasTrak® operations. If you participate in the SFO Parking Program to pay parking fees, BATA will share your FasTrak® toll tag number with SFO for the purpose of operating the SFO Parking Program. In addition, BATA may share PII with SFO as necessary to resolve customer disputes.

In addition, BATA hires third-party service providers for the purpose of operating the FasTrak® and other electronic toll collection programs referenced above, such as managing Accounts, collecting revenues due, and providing remote walk-in locations at which FasTrak®, License Plate, Account, One-time Payment Account, and Invoices customers can pay tolls in cash. The CSC Contractor, Xerox, which may need to share PII with subcontractors to enable credit card processing and mailing services, is one such service provider. These contractors are provided only with the PII they need to deliver the services. BATA requires the service providers to maintain the confidentiality of the information and to use it only as necessary to carry out their duties under the FasTrak® and other electronic toll collection programs mentioned in this Privacy Policy.

Besides these entities, PII will not be disclosed to any other third party without express customer consent, except as required to comply with laws or legal processes served on BATA.

Retention of Personally Identifiable Information

BATA, through its CSC Contractor, Xerox, shall only store the PII of a customer that is necessary to perform account functions such as billing, account settlement, or enforcement activities. All other information shall be discarded no more than four years and six months after the closure date of the billing cycle and the bill has been paid, including resolution of all toll violations, if applicable. BATA, through its CSC Contractor, Xerox, will discard all account information, including PII, no later than four years and six months after the date an account is closed or terminated and all outstanding amounts due are paid, including resolution of all toll violations, if applicable.

Security of Personally Identifiable Information

BATA is committed to the security of customer PII. BATA, together with its CSC Contractor, Xerox, stores the PII provided by customers on computer servers that are located in secure, controlled facilities. Servers are designed with software, hardware and physical security measures in place to prevent unauthorized access.

Access to PII is controlled through the following administrative, technical, and physical security measures. By contract, third parties with whom BATA shares PII are also required to implement adequate security measures to maintain the confidentiality of such information.

Administrative:

- Access to PII is limited only to certain operations and technical employees for limited, approved purposes based on their specific work responsibilities.
- Privacy and security training is required for employees with access to PII, upon hire. In addition, regular periodic refresher training is required for those employees.

Technical:

- FasTrak[®] network perimeters are protected with firewalls.
- FasTrak[®] databases are implemented to ensure PII is segregated from Aggregate Information.
- Storage of PII is encrypted.
- Electronic connections to and from the FasTrak[®] website is encrypted.
- Internal and external audits of perimeter and software code security are conducted.
- Employees' use of customer databases is monitored, and records of access to PII are maintained.
- Electronic communications containing PII are transmitted via encrypted channels.

Physical:

- Physical access to internal BATA servers is restricted to authorized technical personnel.
- Data center access to approved technical personnel is restricted via photo / passcode authentication, and other security protocols.

In addition to BATA's policies and procedures implementing PII security, the customer must also do such things as safeguard passwords, PINs, and other authentication information that may be used to access Accounts. Customers should not disclose authentication information to any

third party and should notify BATA of any unauthorized use of their passwords. BATA cannot secure PII that is released by customers or PII that customers request BATA to release. In addition, there is a risk that unauthorized third parties may engage in illegal activity by such things as hacking into BATA's security system or the CSC Contractor, Xerox's, security system or by intercepting transmissions of personal information over the Internet. BATA is not responsible for any data obtained in an unauthorized manner.

Please note that the CSC Contractor, Xerox, will never ask customers to provide or confirm any information in connection with Accounts, such as credit card number, toll tag number, or other PII by email, unless the customer is logged into the secure FasTrak® customer website. If a customer ever has any doubt about the authenticity of an email regarding Accounts, the customer should open a new web browser, type in www.bayareafastrak.org, click on "my Account," log into his or her account, and then perform the requested activity.

Account Access and Controls

Creating a FasTrak® Account, License Plate Account, or One-time Payment Account is at the customer's discretion. The account information consists of PII such as name, business name mailing address(es), email address, telephone number(s), fax number, signature, license plate number(s) and state(s) of registration, vehicle make(s), model(s), year(s), and credit card number(s), expiration date(s) and security code(s). Account creation forms indicate where information is optional.

Customers can review and update PII at any time. Customers are able to modify any required account information (other than name), as well as modify, add, or delete any optional account information by signing into their account or calling the CSC to edit the account profile. Account customers can also update their PII by electronically submitting a comment form found on the "Contact Us" page at www.bayareafastrak.org or by telephoning the CSC at (877) BAY-TOLL or 1-877-229-8655. PII can also be reviewed and edited online as discussed below under "Updating Personally Identifiable Information."

Customers can close their account at any time by submitting a completed account closure form. (link to www.bayareafastrak.org/static/forms). All account information will be deleted no later than 4 years and 6 months after the account is closed or terminated and all outstanding amounts due are paid, including resolution of all toll violations, if applicable.

Aggregate Data

BATA may combine the PII provided by customers in a non-identifiable format with other information to create Aggregate Data that may be disclosed to third parties. Aggregate Data is used by BATA for such things as improving the FasTrak® and other electronic toll collection programs referenced in this Privacy Policy and for the marketing of those programs. Aggregate Data does not contain any information that could be used to contact or identify individual customers or their accounts. For example, BATA may inform third parties regarding the number of FasTrak® accounts within a particular zip code. BATA requires third parties with whom

Aggregate Information is shared to agree that they will not attempt to make information personally identifiable, such as by combining it with other databases.

Cookies

The FasTrak® website (www.bayareafastrak.org) stores “cookies” on the computer systems of users of the website. Cookies are small data elements that a website can store on a user’s system. The cookies used by the FasTrak® web site facilitate a customer’s use of the website (e.g. by remembering login names and passwords until a session has ended). The FasTrak® web site does not require that users of the website accept these cookies. Also, the FasTrak® web site does not store “third party” cookies on the computer systems of users of the website.

Once you leave the FasTrak® website, the privacy policy of other web sites you visit or link to from the FasTrak® website should also be reviewed to understand how these external sites utilize cookies and how the information that is collected through the use of cookies on these websites is utilized.

BATA does not knowingly engage in business with any company or vendor that uses Spyware or Malware. BATA does not market detailed information collected from web sessions that can be directly tied to personal information. Further, BATA does not provide customers with downloadable software that collects or utilizes any PII.

Externally-Linked Websites

The FasTrak® website contains links to third-party websites operated by entities that are affiliated with FasTrak®. These web links may be referenced within content, or placed beside the names or logos of the other entities. BATA does not disclose PII to these third-party websites.

WARNING: Once you enter external websites (whether through a service or content link), BATA is not responsible for the privacy practices of those other websites. Please review all privacy policies of external websites you visit from links on the FasTrak® website, before using or providing any information to such other websites.

Updating Personally Identifiable Information

PII can be reviewed and edited online at <http://www.bayareafastrak.org/dynamic/accounts/index.shtml>. The FasTrak® website uses functions that have the ability to collect and store self-reported data. These functions enable customers to revise, update or review information that has been previously submitted by going back to the applicable function, logging-in and making the desired changes. In addition to this method, FasTrak® Account and License Plate Account customers who have not registered online may update their PII by electronically submitting a comment form found under the “Contact Us” Bar of the FasTrak® website to the CSC or by telephoning the CSC at (877) BAY-TOLL or 1-877-229-8655.

Complaints or problems regarding updating personal information should be submitted via the comment form. The FasTrak® CSC will either resolve the issue or forward the complaint to an appropriate BATA staff member for a response or resolution. BATA strives to answer all queries within 48 business hours, but it may not always be feasible to do so.

If an adequate resolution is not received, please contact BATA's Privacy Officer at:

Bay Area Toll Authority
Attn: Privacy Officer
375 Beale Street, San Francisco, CA 94105
Or e-mail: privacyofficer@mtc.ca.gov
Or call: 415-778-6700

Changes to this Privacy Policy

Material Changes – BATA will inform customers if material changes are made to this Privacy Policy, in particular, changes that expand the permissible uses or disclosures of PII allowed by the prior version of the Privacy Policy. If BATA makes material changes to this Privacy Policy, BATA will notify customers by means of posting a conspicuous notice on the FasTrak® website that material changes have been made.

Immaterial Changes – BATA may also make non-substantive changes to the Privacy Policy, such as those that do not affect the permissible uses or disclosures of PII. In these instances, BATA may not post a special notice on the FasTrak® website.

If BATA decides to make any change to this Privacy Policy, material or immaterial, BATA will post the revised policy on the FasTrak® website, along with the date of any amendment.

BATA reserves the right to modify this Privacy Policy at any time, so the policy needs to be reviewed frequently by customers.

When BATA revises the Privacy Policy, the "last updated" date at the top of the Privacy Policy will reflect the date of the last change. We encourage customers to review this Privacy Policy periodically to stay informed about how BATA protects the security of PII collected for the FasTrak®, License Plate Account, One-Time Payment Account, and Invoices Programs. Continued use of the Accounts or, for the Golden Gate Bridge only, use of Invoices to pay tolls, constitutes the customer's agreement to this Privacy Policy and any updates.

Emails Sent to BATA

This Privacy Policy only applies to PII that you send to the CSC, PII that you provide to the CSC in connection with creation and maintenance of a FasTrak® Account, a License Plate or One-Time Payment Account, or PII that BATA obtains in connection with a Golden Gate Bridge customer's use of Invoices to pay tolls. This Privacy Policy does not apply to other web-based content or personal information that is transmitted directly to BATA. Please do not send PII in an email directly to BATA, if you want to keep content or data private.

Contact information

BATA welcomes your comments on this Privacy Policy. Also, if there are questions about this statement, please contact the BATA Privacy Officer at the address, e-mail or phone number listed above.

History of Changes to Privacy Policy

March 3, 2004	Privacy Policy Established
July 28, 2004	Revisions to Privacy Policy
May 25, 2005	Revisions to Privacy Policy
September 24, 2008	Revisions to Privacy Policy
December 15, 2010	Revisions to Privacy Policy
January 6, 2011	Revisions to Privacy Policy
January 23, 2013	Revisions to address License Plate Accounts, One-Time Payment Accounts and use of Post-paid License Plate Toll Invoices, update name of CSC Contractor, and make other clarifications
May 21, 2014	Revisions to address obtaining updates to credit card expiration dates from BATA's credit card processing contractor for FasTrak® Accounts, to delete Other Uses of FasTrak® Account Toll Tag Data for 511 Driving Times Service as this use no longer exists, and to make other clarifications
September 29, 2014	Revisions to address SFO Parking Program
May 23, 2016	Revisions to address Bay Area Express Lanes and make other clarifications

Date: December 15, 2010
W.I.: 1253
Referred by: BATA Oversight
Revised: 01/06/11-ED 01/23/13-ED
05/21/14-ED 09/29/14-ED
05/23/16-ED 07/27/16-BATA

ABSTRACT

BATA Resolution No. 96, Revised

This resolution updates and adopts BATA's privacy policy with respect to the collection, use and protection of personal information.

This resolution supersedes Resolution No. 45, as amended.

Attachment A to this resolution was revised under Executive Director authority on January 6, 2011 to clarify terms in the first paragraph.

Attachment A to this resolution was revised under Executive Director authority on January 23, 2013 to address License Plate Accounts, One-Time Payment Accounts and use of Post-paid License Plate Toll Invoices, update name of CSC Contractor, and make other clarifications.

Attachment A to this resolution was revised under Executive Director authority on May 21, 2014 to address obtaining updates to credit card expiration dates from BATA's credit card processing contractor for FasTrak® Accounts, to delete Other Uses of FasTrak® Account Toll Tag Data for 511 Driving Times Service, and to make other clarifications.

Attachment A to this resolution was revised under Executive Director authority on September 29, 2014 to address the San Francisco International Airport Parking Program.

Attachment A to this resolution was revised under Executive Director authority on May 23, 2016 to address the Bay Area Express Lanes, and to make other clarifications.

This resolution was revised on July 27, 2016 to clarify that BATA's Privacy Policy is applicable to all facilities served by the FasTrak® Regional Customer Service Center.

Further discussion of this resolution is contained in the Executive Director's memoranda dated December 1, 2010 and July 6, 2016.

Date: December 15, 2010
W.I.: 1253
Referred by: BATA Oversight
Revised: 07/27/16 BATA

Re: BATA Privacy Policy

BAY AREA TOLL AUTHORITY
RESOLUTION No. 96, Revised

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

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

WHEREAS, in accordance with Streets and Highways Code § 30950.2, BATA is responsible for programming, administering, and allocating all toll revenues, from state-owned toll bridges within the jurisdiction of the Metropolitan Transportation Commission; and

WHEREAS, Bay Area bridges are defined in Streets and Highways Code § 30910 to include the Antioch, Benicia-Martinez, Carquinez, Richmond-San Rafael, San Francisco-Oakland, San Mateo-Hayward, and Dumbarton Bridges, and

WHEREAS, the California Department of Transportation (Caltrans) implemented electronic toll collection on all Bay Area state-owned toll bridges on December 31, 2000, and

WHEREAS, under the Cooperative Agreement between BATA and Caltrans dated June 30, 2003, which has since been superseded by the provisions of the Cooperative Agreement dated April 25, 2006 between the parties, Caltrans has delegated to BATA certain responsibilities related to electronic toll collection, including customer service and violation processing, and

WHEREAS, BATA and the Golden Gate Highway and Transportation District entered into a Cooperative Agreement on August 26, 2003 to consolidate FasTrak® Customer Service Center Operations; and

WHEREAS, BATA has contracted and will contract to provide other entities and toll facility operators, including those operating express lanes, with some or all of the services of its consolidated Regional Customer Service Center; and

WHEREAS, customer service and violation processing requires the collection and use of personal information; and

WHEREAS, BATA previously adopted Resolution No. 45 which established BATA's privacy policy with respect to the collection, use and protection of personal information; and

WHEREAS, on December 15, 2010, BATA adopted Resolution No. 96, which update BATA's privacy policy due, in part, to the enactment of SB 1268, as codified in Section 31490 of the California Streets and Highways Code, which such policy has since been revised by Executive Director authority due to changes in law, regulation or procedures relating to the FasTrak® Program; and

WHEREAS, BATA now wishes to revise Resolution No. 96 to clarify its applicability to the collection and use of personally identifiable information in connection with all toll bridges, toll lanes, and other facilities served by the Regional Customer Service Center; now, therefore, be it

RESOLVED, that BATA hereby adopts BATA Resolution No. 96, as set forth in Attachment A to this Resolution, and incorporated herein as though set forth at length, which establishes BATA's privacy policy with respect to the collection, use and protection of personal information; and be it further

RESOLVED, that the Executive Director may revise Attachment A as may be required from time to time due to changes in law, regulation or procedures relating to the FasTrak® Program; and be it further

RESOLVED, that this resolution supersedes Resolution No. 45.

BAY AREA TOLL AUTHORITY

Dave Cortese, Chair

The above resolution, revising and superseding the resolution approved on December 15, 2010, was entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in San Francisco, California, on July 27, 2016.

Date: December 15, 2010
W.I.: 1253
Referred by: BATA Oversight
Revised: 01/06/11-ED 01/23/13-ED
05/21/14-ED 09/29/14-ED
05/23/16-ED
07/27/16-BATA*

Attachment A
BATA Resolution No. 96
Page 1 of 9

FasTrak® Privacy Policy

**The effective date of this Privacy Policy is December 15, 2010
Last Updated May 23, 2016**

Overview

The Bay Area Toll Authority (BATA) is committed to ensuring customer privacy and security. Specifically: (1) BATA will not provide personally identifiable information (“PII”) from FasTrak®, License Plate, or One-Time Payment Accounts (collectively referred to herein as “Accounts”), or, in the case of the Golden Gate Bridge, obtained as a result of a customer’s use of post-paid license plate toll invoices to pay his or her tolls (“Invoices”) to any third party without express customer consent, except as described in this Privacy Policy; (2) such PII will never be provided to advertisers for their use; and (3) BATA will maintain a secure environment for customer PII.

This Privacy Policy is intended to provide an understanding of how BATA handles PII collected by the FasTrak®, License Plate, or One-Time Payment Account programs or as a result of a customer’s use of Invoices. Among other things, this policy explains the types of information collected from customers; the third parties with whom BATA may share this information; and the process by which customers are notified about material changes to this Policy.

BATA’s contractor, Xerox State and Local Solutions, Inc. (“Xerox”) operates the FasTrak® Customer Service Center (“CSC”) on behalf of BATA. BATA oversees Xerox. FasTrak®’s terms and conditions [www. Bayareafastrak.org/static/about/terms-print.html](http://www.bayareafastrak.org/static/about/terms-print.html), License Plate Account terms and conditions <http://bayareafastrak.org/vector/dynamic/signup/videosignup.shtml>, and One-Time Payment Account terms and conditions <http://bayareafastrak.org/vector/dynamic/signup/OTPsSignup.shtml> notify customers that by enrolling in the FasTrak® Account, License Plate Account, or One-Time Payment Account programs and using the system, the customer is allowing BATA, its contractor, Xerox, and other third parties referenced herein, to process PII according to the provisions set forth in those documents and this Privacy Policy.

Definitions

The following definitions apply:

*Revisions to body of resolution only

Personally Identifiable Information (PII): PII identifies or describes a person or can be directly linked to a specific individual. Examples of PII include but are not limited to: a person's name, mailing address, business name, alternate contact information, e-mail address, fax number, toll tag number(s), Account number(s), license plate number(s) and state(s) of registration, vehicle make(s), model(s), year(s), telephone number(s), credit-card number(s), security code(s) and expiration date(s), and Travel Pattern Data.

Travel Pattern Data: A FasTrak® customer's toll tag number or License Plate or One-Time Payment Account customer's license plate number, as appropriate, is collected, in addition to the number of vehicle axles, as he or she drives through a toll booth to record the transaction and calculate the toll. The tag number, or license plate number, in conjunction with the toll booth location and date and time constitute a customer's Travel Pattern Data. For those customers using Invoices for payment, Travel Pattern Data is collected the same way as for License Plate or One-time Payment Accounts. For travel on Bay Area Express Lanes, Travel Pattern Data consists of a FasTrak® customer's toll tag number or license plate number (for those customers with License Plate or One-Time Payment Accounts) as applicable, along with date, time and location, which are collected at the entry and exit points of an Express Lane. For those FasTrak® customers who participate in the San Francisco International Airport (SFO) Parking Program, the dates and times when the customer enters and exits the SFO Parking Garage through a FasTrak® equipped entry and exit lane as well as the specific parking garage utilized also constitute Travel Pattern Data.

Aggregate Data or Aggregate Information: Aggregate data or information is statistical information that is derived from collective data that relates to a group or category of persons from which PII has been removed. Aggregate data reflects the characteristics of a large group of anonymous people. BATA may use aggregate data and provide aggregate data to others for such things as generating statistical reports for the purpose of managing program operations for Accounts and Invoices.

FasTrak® Account: A FasTrak® Account is an account that uses toll tags for toll payment. Such accounts are established prior to trips and have a balance prepaid by credit card, check or cash. Upon crossing the toll plaza, driving in an Express Lane as a Solo Driver or exiting the SFO Parking Garage, the toll is deducted from the pre-paid balance.

License Plate Account: A License Plate Account is an account for which tolls are paid based on the vehicle's license plate number. Such accounts are established prior to trips and are backed by a valid credit card or with a balance prepaid by check or cash. Upon crossing the toll plaza, or driving in a Bay Area Express Lane as a Solo Driver, the toll is charged to the credit card or deducted from the pre-paid balance.

One-Time Payment Account: A One-Time Payment Account is similar to a License Plate Account, but is limited in duration and requires a minimum payment of one toll trip.

Account or Accounts: Refers to FasTrak®, License Plate, and One-Time Payment Accounts together.

Post-paid License Plate Toll Invoices (“Invoices”): For those patrons who do not pre-establish a FasTrak® Account, License Plate Account, or a One-Time Payment Account, a toll invoice will be sent to the vehicle’s registered owner. Invoices, as a mechanism for paying tolls, are used on the Golden Gate Bridge only.

Bay Area Express Lanes: The Bay Area Express Lanes are comprised of I-680 southbound from Pleasanton to Milpitas, I-580 between Dublin and Livermore, both operated by the Alameda County Transportation Commission (“ACTC”), and SR-237 between Milpitas and San Jose, operated by the Santa Clara Valley Transportation Authority (“VTA”). Each Bay Area Express Lane is individually referred to as an “Express Lane.”

Solo Driver: A FasTrak® Customer who uses one of the Bay Area Express Lanes and does not indicate through proper transponder use that he or she meets the occupancy requirements to qualify for free tolls as a carpool.

Collection of Personally Identifiable Information

BATA collects PII, including some or all of the following during the Account registration process: name, business name, mailing address(es), e-mail address, telephone number(s), fax number, signature (electronic or hard copy), license plate number(s) and state(s) of registration, vehicle make(s), model(s), year(s), credit card number(s), expiration date(s), and security code(s). After registration and a FasTrak® toll tag has been assigned to a customer or a License Plate or One-time Payment Account has been associated with a license plate number, the toll tag or license plate number, as applicable, and Travel Pattern Data is collected as a customer drives through a toll booth or the entrance and exit gantry to an Express Lane, if a Solo Driver, to record the transaction. If a customer uses Invoices for payment (Golden Gate Bridge only), that customer’s license plate number and Travel Pattern Data is collected as he or she drives through a toll booth to record the transaction. BATA obtains the identity of the vehicle’s registered owner and address for purposes of mailing an invoice to collect the toll. For those customers who participate in the SFO Parking Program, BATA collects Travel Pattern Data when the customer enters and exits the SFO Parking Garage through a FasTrak® equipped entry and exit lane.

How BATA Uses Personally Identifiable Information

BATA uses the PII provided in order to effectively and efficiently process enrollments, manage accounts, collect payments, respond to questions, send customer e-mails about Account and Invoices program updates, provide information regarding significant changes to this Privacy Policy, and otherwise communicate with customers.

BATA may also obtain information about a customer from other sources, such as the California Department of Motor Vehicles (“DMV”), to pursue unpaid amounts due or to send an invoice to a customer paying tolls through Invoices. In addition, where a credit card number is associated with a customer’s FasTrak® Account, BATA, through its CSC Contractor, will attempt to update the expiration date before the credit card expires by obtaining such information from BATA’s credit card processing contractor. For travel on the Golden Gate Bridge, BATA obtains a

customer's Travel Pattern Data from the Golden Gate Bridge Highway and Transportation District (GGBHTD). For travel on the I-580 Express Lanes, BATA obtains a customer's Travel Pattern Data from ACTC and VTA for the Bay Area Express Lanes these agencies operate. Further, if you participate in the SFO Parking Program, BATA obtains the dates and times when the customer enters and exits the SFO Parking Garage through a FasTrak® equipped entry and exit lane as well as the specific parking garage utilized from SFO.

PII is only utilized as described in this Privacy Policy.

Third Parties with Whom BATA May Share Personally Identifiable Information

BATA may share PII with GGBHTD, ACTC, and VTA for the purpose of managing FasTrak® and other electronic toll collection operations (i.e. License Plate Accounts, One-Time Payment Accounts and Invoices). BATA may also share PII with other toll agencies within the State of California for the purpose of managing FasTrak® operations. If you participate in the SFO Parking Program to pay parking fees, BATA will share your FasTrak® toll tag number with SFO for the purpose of operating the SFO Parking Program. In addition, BATA may share PII with SFO as necessary to resolve customer disputes.

In addition, BATA hires third-party service providers for the purpose of operating the FasTrak® and other electronic toll collection programs referenced above, such as managing Accounts, collecting revenues due, and providing remote walk-in locations at which FasTrak®, License Plate, Account, One-time Payment Account, and Invoices customers can pay tolls in cash. The CSC Contractor, Xerox, which may need to share PII with subcontractors to enable credit card processing and mailing services, is one such service provider. These contractors are provided only with the PII they need to deliver the services. BATA requires the service providers to maintain the confidentiality of the information and to use it only as necessary to carry out their duties under the FasTrak® and other electronic toll collection programs mentioned in this Privacy Policy.

Besides these entities, PII will not be disclosed to any other third party without express customer consent, except as required to comply with laws or legal processes served on BATA.

Retention of Personally Identifiable Information

BATA, through its CSC Contractor, Xerox, shall only store the PII of a customer that is necessary to perform account functions such as billing, account settlement, or enforcement activities. All other information shall be discarded no more than four years and six months after the closure date of the billing cycle and the bill has been paid, including resolution of all toll violations, if applicable. BATA, through its CSC Contractor, Xerox, will discard all account information, including PII, no later than four years and six months after the date an account is closed or terminated and all outstanding amounts due are paid, including resolution of all toll violations, if applicable.

Security of Personally Identifiable Information

BATA is committed to the security of customer PII. BATA, together with its CSC Contractor, Xerox, stores the PII provided by customers on computer servers that are located in secure, controlled facilities. Servers are designed with software, hardware and physical security measures in place to prevent unauthorized access.

Access to PII is controlled through the following administrative, technical, and physical security measures. By contract, third parties with whom BATA shares PII are also required to implement adequate security measures to maintain the confidentiality of such information.

Administrative:

- Access to PII is limited only to certain operations and technical employees for limited, approved purposes based on their specific work responsibilities.
- Privacy and security training is required for employees with access to PII, upon hire. In addition, regular periodic refresher training is required for those employees.

Technical:

- FasTrak[®] network perimeters are protected with firewalls.
- FasTrak[®] databases are implemented to ensure PII is segregated from Aggregate Information.
- Storage of PII is encrypted.
- Electronic connections to and from the FasTrak[®] website is encrypted.
- Internal and external audits of perimeter and software code security are conducted.
- Employees' use of customer databases is monitored, and records of access to PII are maintained.
- Electronic communications containing PII are transmitted via encrypted channels.

Physical:

- Physical access to internal BATA servers is restricted to authorized technical personnel.
- Data center access to approved technical personnel is restricted via photo / passcode authentication, and other security protocols.

In addition to BATA's policies and procedures implementing PII security, the customer must also do such things as safeguard passwords, PINs, and other authentication information that may be used to access Accounts. Customers should not disclose authentication information to any

third party and should notify BATA of any unauthorized use of their passwords. BATA cannot secure PII that is released by customers or PII that customers request BATA to release. In addition, there is a risk that unauthorized third parties may engage in illegal activity by such things as hacking into BATA's security system or the CSC Contractor, Xerox's, security system or by intercepting transmissions of personal information over the Internet. BATA is not responsible for any data obtained in an unauthorized manner.

Please note that the CSC Contractor, Xerox, will never ask customers to provide or confirm any information in connection with Accounts, such as credit card number, toll tag number, or other PII by email, unless the customer is logged into the secure FasTrak® customer website. If a customer ever has any doubt about the authenticity of an email regarding Accounts, the customer should open a new web browser, type in www.bayareafastrak.org, click on "my Account," log into his or her account, and then perform the requested activity.

Account Access and Controls

Creating a FasTrak® Account, License Plate Account, or One-time Payment Account is at the customer's discretion. The account information consists of PII such as name, business name mailing address(es), email address, telephone number(s), fax number, signature, license plate number(s) and state(s) of registration, vehicle make(s), model(s), year(s), and credit card number(s), expiration date(s) and security code(s). Account creation forms indicate where information is optional.

Customers can review and update PII at any time. Customers are able to modify any required account information (other than name), as well as modify, add, or delete any optional account information by signing into their account or calling the CSC to edit the account profile. Account customers can also update their PII by electronically submitting a comment form found on the "Contact Us" page at www.bayareafastrak.org or by telephoning the CSC at (877) BAY-TOLL or 1-877-229-8655. PII can also be reviewed and edited online as discussed below under "Updating Personally Identifiable Information."

Customers can close their account at any time by submitting a completed account closure form. (link to www.bayareafastrak.org/static/forms). All account information will be deleted no later than 4 years and 6 months after the account is closed or terminated and all outstanding amounts due are paid, including resolution of all toll violations, if applicable.

Aggregate Data

BATA may combine the PII provided by customers in a non-identifiable format with other information to create Aggregate Data that may be disclosed to third parties. Aggregate Data is used by BATA for such things as improving the FasTrak® and other electronic toll collection programs referenced in this Privacy Policy and for the marketing of those programs. Aggregate Data does not contain any information that could be used to contact or identify individual customers or their accounts. For example, BATA may inform third parties regarding the number of FasTrak® accounts within a particular zip code. BATA requires third parties with whom

Aggregate Information is shared to agree that they will not attempt to make information personally identifiable, such as by combining it with other databases.

Cookies

The FasTrak® website (www.bayareafastrak.org) stores “cookies” on the computer systems of users of the website. Cookies are small data elements that a website can store on a user’s system. The cookies used by the FasTrak® web site facilitate a customer’s use of the website (e.g. by remembering login names and passwords until a session has ended). The FasTrak® web site does not require that users of the website accept these cookies. Also, the FasTrak® web site does not store “third party” cookies on the computer systems of users of the website.

Once you leave the FasTrak® website, the privacy policy of other web sites you visit or link to from the FasTrak® website should also be reviewed to understand how these external sites utilize cookies and how the information that is collected through the use of cookies on these websites is utilized.

BATA does not knowingly engage in business with any company or vendor that uses Spyware or Malware. BATA does not market detailed information collected from web sessions that can be directly tied to personal information. Further, BATA does not provide customers with downloadable software that collects or utilizes any PII.

Externally-Linked Websites

The FasTrak® website contains links to third-party websites operated by entities that are affiliated with FasTrak®. These web links may be referenced within content, or placed beside the names or logos of the other entities. BATA does not disclose PII to these third-party websites.

WARNING: Once you enter external websites (whether through a service or content link), BATA is not responsible for the privacy practices of those other websites. Please review all privacy policies of external websites you visit from links on the FasTrak® website, before using or providing any information to such other websites.

Updating Personally Identifiable Information

PII can be reviewed and edited online at <http://www.bayareafastrak.org/dynamic/accounts/index.shtml>. The FasTrak® website uses functions that have the ability to collect and store self-reported data. These functions enable customers to revise, update or review information that has been previously submitted by going back to the applicable function, logging-in and making the desired changes. In addition to this method, FasTrak® Account and License Plate Account customers who have not registered online may update their PII by electronically submitting a comment form found under the “Contact Us” Bar of the FasTrak® website to the CSC or by telephoning the CSC at (877) BAY-TOLL or 1-877-229-8655.

Complaints or problems regarding updating personal information should be submitted via the comment form. The FasTrak® CSC will either resolve the issue or forward the complaint to an appropriate BATA staff member for a response or resolution. BATA strives to answer all queries within 48 business hours, but it may not always be feasible to do so.

If an adequate resolution is not received, please contact BATA's Privacy Officer at:

Bay Area Toll Authority
Attn: Privacy Officer
375 Beale Street, San Francisco, CA 94105
Or e-mail: privacyofficer@mtc.ca.gov
Or call: 415-778-6700

Changes to this Privacy Policy

Material Changes – BATA will inform customers if material changes are made to this Privacy Policy, in particular, changes that expand the permissible uses or disclosures of PII allowed by the prior version of the Privacy Policy. If BATA makes material changes to this Privacy Policy, BATA will notify customers by means of posting a conspicuous notice on the FasTrak® website that material changes have been made.

Immaterial Changes – BATA may also make non-substantive changes to the Privacy Policy, such as those that do not affect the permissible uses or disclosures of PII. In these instances, BATA may not post a special notice on the FasTrak® website.

If BATA decides to make any change to this Privacy Policy, material or immaterial, BATA will post the revised policy on the FasTrak® website, along with the date of any amendment.

BATA reserves the right to modify this Privacy Policy at any time, so the policy needs to be reviewed frequently by customers.

When BATA revises the Privacy Policy, the "last updated" date at the top of the Privacy Policy will reflect the date of the last change. We encourage customers to review this Privacy Policy periodically to stay informed about how BATA protects the security of PII collected for the FasTrak®, License Plate Account, One-Time Payment Account, and Invoices Programs. Continued use of the Accounts or, for the Golden Gate Bridge only, use of Invoices to pay tolls, constitutes the customer's agreement to this Privacy Policy and any updates.

Emails Sent to BATA

This Privacy Policy only applies to PII that you send to the CSC, PII that you provide to the CSC in connection with creation and maintenance of a FasTrak® Account, a License Plate or One-Time Payment Account, or PII that BATA obtains in connection with a Golden Gate Bridge customer's use of Invoices to pay tolls. This Privacy Policy does not apply to other web-based content or personal information that is transmitted directly to BATA. Please do not send PII in an email directly to BATA, if you want to keep content or data private.

Contact information

BATA welcomes your comments on this Privacy Policy. Also, if there are questions about this statement, please contact the BATA Privacy Officer at the address, e-mail or phone number listed above.

History of Changes to Privacy Policy

March 3, 2004	Privacy Policy Established
July 28, 2004	Revisions to Privacy Policy
May 25, 2005	Revisions to Privacy Policy
September 24, 2008	Revisions to Privacy Policy
December 15, 2010	Revisions to Privacy Policy
January 6, 2011	Revisions to Privacy Policy
January 23, 2013	Revisions to address License Plate Accounts, One-Time Payment Accounts and use of Post-paid License Plate Toll Invoices, update name of CSC Contractor, and make other clarifications
May 21, 2014	Revisions to address obtaining updates to credit card expiration dates from BATA's credit card processing contractor for FasTrak® Accounts, to delete Other Uses of FasTrak® Account Toll Tag Data for 511 Driving Times Service as this use no longer exists, and to make other clarifications
September 29, 2014	Revisions to address SFO Parking Program
May 23, 2016	Revisions to address Bay Area Express Lanes and make other clarifications



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #: 15-1729 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 6/9/2016 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/13/2016 **Final action:**

Title: Contract Amendment - FasTrak® Customer Communications: OneWorld Communications, Inc. (\$300,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4e ContractAmend OneWorld](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:
Contract Amendment - FasTrak® Customer Communications: OneWorld Communications, Inc. (\$300,000)

Presenter:
Sylvia Cox

Recommended Action:
Committee Approval



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

Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1252

RE: Contract Amendment – FasTrak® Customer Communications: OneWorld Communications, Inc. (\$300,000)

This item would authorize Committee approval of a contract amendment with OneWorld Communications, Inc. (OneWorld) in an amount not to exceed \$300,000 to provide continued customer information services for the FasTrak® program.

Background

At its July 11, 2014 meeting, the MTC Operations Committee approved a pre-qualified bench of consultants to provide on-call consultant support for customer information services for operational programs, including FasTrak®, Clipper®, and the Bay Area Express Lanes Network for a three-year period ending on June 30, 2017.

OneWorld was selected in September 2014 in response to a competitive procurement of firms on the bench to develop and implement customer communications for the FasTrak® program. The initial period of performance for this contract ended June 2015. At BATA's sole option, the contract may be renewed for up to two additional years in one-year increments. This contract amendment would exercise the second option year.

Under the current contract totaling \$585,000, OneWorld supported the temporary relocation of the FasTrak® Customer Service Center to 62 First Street and the final relocation to 375 Beale Street, the launch of a new FasTrak® website, the production of new switchable toll tag materials, and customer communication for the opening of the I-580 Express Lanes.

The additional \$300,000 will be used to support customer communications for FasTrak® operations in the I-580 and I-680 express lanes and general service information. These activities fall within the scope of work outlined in the procurement. Attachment A includes a summary of One World's small business and disadvantaged business enterprise status.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with OneWorld in an amount not to exceed \$300,000 for continuing support of FasTrak® program customer information needs.


Steve Heminger

SH:sc/bz

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Attachment A
Small Business and Disadvantaged Business Enterprise Status

	Firm Name	Role on Project	DBE* Firm			SBE** Firm		
			Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	OneWorld Communications	Creative Development, Online Services, Strategic Planning			X	X	18824	

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

**Denotes certification by the State of California.

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	1252
Consultant:	OneWorld Communications, Inc., San Francisco, CA
Work Project Title:	FasTrak® Customer Information Services
Purpose of Project:	Customer Information Services
Brief Scope of Work:	Consultant assistance in the areas of strategic planning, creative development and online services for the FasTrak® program.
Project Cost Not to Exceed:	This Amendment - \$300,000 Current contract amount before this amendment - \$585,000 Maximum contract amount after this amendment - \$885,000
Funding Source:	BATA Operating Budget
Fiscal Impact:	Funds are included in the FY 2016-17 BATA Operating Budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with OneWorld Communications, Inc. for consultant assistance for customer information services as described above and in the Executive Director's memorandum dated July 6, 2016, and the Chief Financial Officer is directed to set aside funds in the amount of \$300,000 for such contract amendment.
BATA Oversight Committee:	<hr/> Amy Rein Worth, Chair
Approved:	Date: July 13, 2016



Metropolitan Transportation Commission

101 Eighth Street,
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Oakland, CA

Legislation Details (With Text)

File #: 15-1764 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 6/20/2016 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/13/2016 **Final action:**

Title: Contract - Richmond-San Rafael Bridge Access Improvement Project - Utility Relocation: East Bay Municipal Utility District (\$300,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4f Contract EBMUD](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract - Richmond-San Rafael Bridge Access Improvement Project - Utility Relocation: East Bay Municipal Utility District (\$300,000)

Presenter:

Chris Lillie

Recommended Action:

Committee Approval



BAY AREA TOLL AUTHORITY
Bay Area Metro Center
375 Beale Street
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WEB www.mtc.ca.gov

Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1251

RE: Contract – Richmond-San Rafael Bridge Access Improvement Project – Utility Relocation: East Bay Municipal Utility District (\$300,000)

This item would authorize the Executive Director or his designee to negotiate and enter into a contract with East Bay Municipal Utility District (EBMUD) for utility relocation services in support of the Richmond-San Rafael (RSR) Bridge Access Improvement Project in an amount not to exceed \$300,000.

Background

The RSR Access Improvement Project will convert the existing shoulder on eastbound I-580 to a peak-period use lane between Sir Francis Drake Boulevard and Marine Street. To allow for the new lane and preserve access to Point Molate, the project will replace the existing bicycle access on the south side of I-580 with a new barrier-separated bicycle/pedestrian path on the north side.

The path will require a 500-ft long retaining wall to be constructed along the Stenmark Drive off-ramp. The proposed retaining wall alignment is in conflict with an existing 16 inch waterline owned by EBMUD. The project design consultant explored options to modify the path design to avoid or mitigate relocating the waterline. The review concluded that changing the current design at this point would trigger additional reviews by Caltrans and significantly delay the opening of the third lane. Furthermore, leaving the waterline in place would limit EBMUD's access to maintain or replace waterline facilities.

Staff has initiated preliminary engineering efforts and drafted a utility agreement with EBMUD. On June 17th, staff received EBMUD's cost estimate for this work in the amount of \$300,000. The cost has been reviewed by staff to ensure the work is consistent with the waterline relocation work. BATA will not fund any betterment or increase in capacity of EBMUD's facilities in the new location.

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract with East Bay Municipal Utility District to relocate its 16 inch waterline in a total amount not to exceed \$300,000.



Steve Heminger

SH:cl

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	1251
Vendor:	East Bay Municipal Utility District (EBMUD)
Work Project Title:	Utility Relocation Services: Richmond-San Rafael Bridge Access Improvement Project
Purpose of Project:	To relocate an existing EBMUD waterline adjacent to the westbound I-580 Stenmark Drive off-ramp. The waterline is in conflict with a segment of the proposed bicycle/pedestrian path.
Brief Scope of Work:	This assignment will include engineering, design and construction.
Project Cost Not to Exceed:	\$300,000
Funding Source:	Toll Bridge Rehabilitation Program Budget
Fiscal Impact:	Funds are included in the FY 2016-17 Toll Bridge Rehabilitation Program Budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with EBMUD to provide utility relocation services as described above and in the Executive Director's memorandum dated July 6, 2016, and the Chief Financial Officer is directed to set aside funds in the amount of \$300,000 for such contract.
BATA Oversight Committee:	<hr/> Amy Rein Worth
Approval Date:	July 13, 2016



Metropolitan Transportation Commission

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Legislation Details (With Text)

File #: 15-1765 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 6/20/2016 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/13/2016 **Final action:**

Title: Contract - Construction Services: Richmond-San Rafael Bridge Access Improvement Project - Utility Relocations: Pacific Gas & Electric Underground Electric (\$205,000) and Overhead Electric (\$21,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4g Contract PGE](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract - Construction Services: Richmond-San Rafael Bridge Access Improvement Project - Utility Relocations: Pacific Gas & Electric Underground Electric (\$205,000) and Overhead Electric (\$21,000)

Presenter:

Chris Lillie

Recommended Action:

Committee Approval



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Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1251

RE: Contract – Construction Services: Richmond-San Rafael Bridge Access Improvement Project – Utility Relocations: Pacific Gas & Electric Underground Electric (\$205,000) and Overhead Electric (\$21,000)

This item would authorize the Executive Director or his designee to negotiate and enter into two contracts with Pacific Gas & Electric (PG&E) for utility relocation services in support of the Richmond-San Rafael (RSR) Bridge Access Improvement Project in amounts not to exceed \$205,000 for underground electric relocations and \$21,000 for the overhead electric relocations. These contracts are only for PG&E relocations on the Contra Costa County side of the bridge. Separate contracts will be prepared for PG&E relocations on the Marin side of the bridge.

Background

The RSR Access Improvement Project will convert the existing shoulder on eastbound I-580 to a peak-period use lane between Sir Francis Drake Boulevard and Marine Street. To allow for the new lane and preserve access to Point Molate, the project will replace the existing bicycle access on the south side of I-580 with a new barrier-separated bicycle/pedestrian path on the north side.


A segment of the path that runs along the Stenmark Drive off-ramp will be in conflict with existing utility poles supporting PG&E's overhead electric line. PG&E and BATA's design consultant, HNTB Corporation, reviewed various alignments and concluded that undergrounding the electric line along the path is the most feasible option. Other options that were considered include: (1) relocating the overhead line to the north side of the proposed path, which would require securing additional easements from Chevron and re-validating environmental studies, potentially delaying the opening of the third lane, or (2) a southern alignment, which would conflict with existing Stenmark Drive off- and on-ramps and the I-580 westbound mainline.

Staff received PG&E's cost estimates for this work in the cumulative amount of \$452,000 (\$410,000 for the underground electric and \$42,000 for the overhead electric). The cost has been reviewed by staff to ensure the work is consistent with the electric line relocation work. As the project sponsor, BATA will be responsible for 50% of PG&E's cost to relocate the electric lines in accordance with Section 5A of the Master Contract between Caltrans and PG&E, dated

November 1, 2004. BATA will not fund any betterment or increase in capacity of PG&E's facilities in the new location.

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into contracts with Pacific Gas & Electric to relocate their utility poles and underground electric lines in amounts not to exceed \$21,000 and \$205,000 respectively.



Steve Heminger

SH:cl

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	1251
Vendor:	Pacific Gas & Electric (PG&E)
Work Project Title:	Electric Utility Relocation Services: Richmond-San Rafael Bridge Access Improvement Project
Purpose of Project:	To relocate an existing PG&E overhead electric line adjacent to the westbound I-580 Stenmark Drive off-ramp. The overhead electric line is in conflict with a segment of the proposed bicycle/pedestrian path.
Brief Scope of Work:	This assignment will include engineering, design and construction to relocate overhead utility poles and electric lines.
Project Cost Not to Exceed:	\$21,000
Funding Source:	Toll Bridge Rehabilitation Program Budget
Fiscal Impact:	Funds are included in the FY 2016-17 Toll Bridge Rehabilitation Program Budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with PG&E to provide utility relocation services as described above and in the Executive Director's memorandum dated July 6, 2016, and the Chief Financial Officer is directed to set aside funds in the amount of \$21,000 for such contract.
BATA Oversight Committee:	<hr/> Amy Rein Worth
Approved:	July 13, 2016

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	1251
Vendor:	Pacific Gas & Electric (PG&E)
Work Project Title:	Electric Utility Relocation Services: Richmond-San Rafael Bridge Access Improvement Project
Purpose of Project:	To underground an existing PG&E overhead electric line adjacent to the westbound I-580 Stenmark Drive off-ramp. The overhead electric line is in conflict with a segment of the proposed bicycle/pedestrian path.
Brief Scope of Work:	This assignment will include engineering, design and construction to underground overhead electric lines.
Project Cost Not to Exceed:	\$205,000
Funding Source:	Toll Bridge Rehabilitation Program Budget
Fiscal Impact:	Funds are included in the FY 2016-17 Toll Bridge Rehabilitation Program Budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with PG&E to provide utility relocation services as described above and in the Executive Director's memorandum dated July 6, 2016, and the Chief Financial Officer is directed to set aside funds in the amount of \$205,000 for such contract.
BATA Oversight Committee:	<hr/> Amy Rein Worth
Approved:	July 13, 2016



Metropolitan Transportation Commission

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Legislation Details (With Text)

File #: 15-1520 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 4/7/2016 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/13/2016 **Final action:**

Title: Contract - Richmond-San Rafael Bridge Access Improvement Project - Refinery Infrastructure
Relocation: Chevron USA Inc. (\$655,100)

Sponsors:

Indexes:

Code sections:

Attachments: [4h Contract Chevron](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract - Richmond-San Rafael Bridge Access Improvement Project - Refinery Infrastructure
Relocation: Chevron USA Inc. (\$655,100)

Presenter:
Chris Lillie

Recommended Action:
Committee Approval



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Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1251

RE: Contract – Richmond-San Rafael Bridge Access Improvement Project – Refinery Infrastructure Relocation: Chevron USA Inc. (\$655,100)

This item would authorize the Executive Director or his designee to negotiate and enter into an agreement with Chevron USA Inc. (Chevron) for refinery infrastructure relocation services in support of the Richmond-San Rafael (RSR) Bridge Access Improvement Project in an amount not to exceed \$655,100.

Background

The RSR Access Improvement Project will convert the existing shoulder on eastbound I-580 to a peak-period use lane between Sir Francis Drake Boulevard and Marine Street. To allow for the new lane and preserve access to Point Molate, the project will replace the existing bicycle access on the south side of I-580 with a new barrier-separated bicycle/pedestrian path on the north side.

The new eastbound lane will require widening, demolishing an existing retaining wall, constructing a new soil nail wall and extending an existing utility tunnel that houses Chevron power and communication facilities. A portion of the electrical power and telecommunication facilities within the utility tunnel must be temporarily shut off and relocated to prevent any disruption to Chevron's operations. In April 2016, BATA issued a purchase order to Chevron for \$40,000 to complete preliminary engineering and estimating for the relocation effort.

Staff received Chevron's cost estimate to complete design and construction in the amount of \$655,100. The cost has been reviewed by staff to ensure the work is consistent with the facility relocations. As the project sponsor, BATA will be responsible for 100% of Chevron's cost to relocate the electrical and telecommunication lines. BATA will not fund any betterment or increase in capacity of Chevron's facilities at the new location.

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract with Chevron USA Inc. to relocate its electric and telecommunication facilities in a total amount not to exceed \$655,100.


Steve Heminger

SH:cl

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	1251
Vendor:	Chevron USA Inc. (Chevron)
Work Project Title:	Utility Relocation Services: Richmond-San Rafael (RSR) Bridge Access Improvement Project
Purpose of Project:	To relocate a portion of Chevron's utilities that are in conflict with proposed retaining wall construction and a culvert extension as part of the RSR Bridge Access Improvement Project. The utilities support Chevron facilities on the north and south side of I-580.
Brief Scope of Work:	This assignment will include engineering, design and construction to temporarily relocate electric and telecommunication lines within Chevron's utility tunnel.
Project Cost Not to Exceed:	\$655,100
Funding Source:	Toll Bridge Rehabilitation Program Budget
Fiscal Impact:	Funds are included in the FY 2016-17 Toll Bridge Rehabilitation Program Budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with Chevron to provide utility relocation services as described above and in the Executive Director's memorandum dated July 6, 2016, and the Chief Financial Officer is directed to set aside funds in the amount of \$655,100 for such contract.
BATA Oversight Committee:	<hr/> Amy Rein Worth
Approved:	July 13, 2016



Metropolitan Transportation Commission

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Legislation Details (With Text)

File #: 15-1648 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 5/8/2016 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/13/2016 **Final action:**

Title: Contract Change Order - Bridge Yard Building Seismic Retrofit and Renovation: BHM Construction, Inc. (\$700,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4i ContractChangeOrder BHM Construction](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract Change Order - Bridge Yard Building Seismic Retrofit and Renovation: BHM Construction, Inc. (\$700,000)

Presenter:

Stephen Baker

Recommended Action:

Committee Approval



BAY AREA TOLL AUTHORITY

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WEB www.mtc.ca.gov

Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1251

RE: Contract Change Order – Bridge Yard Building Seismic Retrofit and Renovation: BHM Construction, Inc. (\$700,000)

This item would authorize the Executive Director or his designee to execute a Contract Change Order (CCO) with BHM Construction, Inc. for construction services for the Bridge Yard Building Seismic Retrofit and Renovation Project in an amount not to exceed \$700,000.

Background

In November 2015, after a competitive low-bid procurement, the BATA Oversight Committee authorized the Executive Director to enter into a contract with BHM Construction, Inc. to provide construction services for the Bridge Yard Building Seismic Retrofit and Renovation Project. The main purpose of this project is to seismically retrofit and bring the historic 75-year-old building into code compliance. Once construction is completed, the building can be used for several purposes including meetings, training, and public outreach events. The building will also serve as a rest stop along the Bay Bridge bicycle/pedestrian path. The contract amount spent to date is \$4.9 million and the work is projected to be complete by late 2016.

During the course of construction, staff identified additional work that should be undertaken while the contractor is mobilized, including replacement of all glazing on the building and a new roof.

- Plans called for existing broken glazing to be repaired and for all glazing to be covered with a new seismic film. The repair of the existing glazing proved to be more challenging and extensive than expected. For an overall better and longer lasting finish, staff approved a plan to replace all existing glazing with new laminated glazing.
- During the winter, water leaks were identified throughout the building. Our contractor and inspectors undertook a site and roof investigation to determine the source of the leaks. Their report revealed potential locations in the roofing system as the likely sources of water intrusion and explored several repair options. Given the age of the building and the roofing system, staff is recommending to replace the roofing system versus partial spot repairs. A new roof will provide a better and longer lasting finish for the building.

Without the proposed new roof, staff was projecting to finish the project within existing contract contingencies. The new roof will cost approximately \$700,000 and can be funded from budgeted Toll Bridge Rehabilitation Program funds. Staff is seeking Committee approval of a Contract Change Order for a new roof.

Attachment A includes a summary of BHM Construction, Inc. and its project team's small business and disadvantaged business enterprise status.

Recommendation

Staff recommends this Committee authorize the Executive Director or his designee to negotiate and execute a contract change order with BHM Construction, Inc. for construction services to provide a new roofing system for the Bridge Yard Building Seismic Retrofit and Renovation Project in an amount not to exceed \$700,000.



Steve Heminger

SH: sb

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Attachment A
Small Business and Disadvantaged Business Enterprise Status

	Firm Name	Role on Project	DBE* Firm			SBE** Firm		
			Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	BHM Construction, Inc.	General Contractor			X			X
Subcontractors	Stich Construction, Inc.	Earthwork / AC			X			X
	CPM	Demo / Abatement	X	23942		X	31998	
	Contract Installations	Polish Concrete			X	X	1106220	
	TLK Steel	Structural Steel / Metal Fab			X			X
	AHC Glass	Glass / Storefront			X	X	61557	
	Darden Painting, Inc.	Painting			X	X	62586	
	Island Fire Protection	Fire Sprinkler			X			X
	North American Fence & Railing, Inc.	Fencing	X	40456		X	1795892	
	Mc Peak Electric, Inc.	Electrical			X	X	59284	

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

**Denotes certification by the State of California.

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Change Order

Work Item No.:	1251
Vendor:	BHM Construction, Inc. Napa, CA
Work Project Title:	Bridge Yard Building Seismic Retrofit and Renovation
Purpose of Project:	Construction services for the Bridge Yard Building Seismic Retrofit and Renovation Project.
Brief Scope of Work:	Remove and replace roofing system
Project Cost Not to Exceed:	This Contract Change Order - \$700,000 Current contract amount before this Contract Change Order - \$4,612,403, plus a contingency of \$700,000 (to be used at the Executive's Director's discretion for changes in the work) Maximum contract amount after the Contract Change Order - \$5,312,403, plus a contingency of \$700,000 (to be used at the Executive's Director's discretion for changes in the work)
Funding Source:	Toll Bridge Rehabilitation Funds
Fiscal Impact:	Funds are included in the FY 2016-17 Toll Bridge Rehabilitation Program Budget.
Motion by Committee:	That the Executive Director or his designee is authorized to execute a Contract Change Order for construction services to provide new roofing system installation for the Bridge Yard Building Seismic Retrofit and Renovation Project, as described above and in the Executive Director's memorandum dated July 6, 2016 and the Chief Financial Officer is directed to set aside funds in the amount of \$700,000 for such Contract Change Order.
BATA Oversight Committee:	<hr/> Amy Rein Worth, Chair
Approved:	Date: July 13, 2016



Metropolitan Transportation Commission

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Legislation Details (With Text)

File #: 15-1728 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 6/9/2016 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 7/13/2016 **Final action:**
Title: Purchase Order - San Francisco-Oakland Bay Bridge West Span Dampers Replacement Project - Prototype Procurement: Taylor Devices, Inc. (\$950,000)

A request to issue a sole source purchase order with Taylor Devices, Inc. for procurement of six prototype dampers on the San Francisco-Oakland Bay Bridge West Span Dampers Replacement Project.

Sponsors:

Indexes:

Code sections:

Attachments: [5a_PurchaseOrder_TaylorDevices](#)

Date	Ver.	Action By	Action	Result
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Subject:

Purchase Order - San Francisco-Oakland Bay Bridge West Span Dampers Replacement Project - Prototype Procurement: Taylor Devices, Inc. (\$950,000)

A request to issue a sole source purchase order with Taylor Devices, Inc. for procurement of six prototype dampers on the San Francisco-Oakland Bay Bridge West Span Dampers Replacement Project.

Presenter:

Peter Lee

Recommended Action:

Committee Approval



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Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1251

RE: Purchase Order – San Francisco-Oakland Bay Bridge West Span Dampers Replacement Project – Prototype Procurement: Taylor Devices, Inc. (\$950,000)

This item would authorize the Executive Director or his designee to issue a sole source purchase order to Taylor Devices, Inc. for the procurement of six prototype dampers for the San Francisco-Oakland Bay Bridge (SFOBB) West Span Dampers Replacement Project in an amount not to exceed \$950,000.

Background

In 2004, as part of the seismic retrofit of the west span of the SFOBB, Caltrans installed 96 viscous dampers along the bridge. The dampers resemble giant shock absorbers for a car and were intended to allow the spans to move freely under everyday service loads like wind, traffic, and temperature and engage during an earthquake to absorb seismic loads (see photo on page 2). Over time, the constant stroking of the dampers due to the ambient movement from thermal expansion and traffic vibrations has accelerated wear on the damper lubricant seals resulting in leakage. Caltrans maintenance staff refill the dampers on a regular basis.

To maintain seismic performance and reduce the maintenance effort, BATA and Caltrans have included a project to replace the 96 dampers in the Toll Bridge Rehabilitation Program. The budgeted cost of the entire replacement project is \$26.4 million. The new dampers are an improved version of the original with matching dimensions and performance characteristics that will allow for direct replacement and continuity with the original seismic retrofit strategy. The improved dampers have a new lost motion device (LMD) designed into them to better account for ambient movement and have a 25-year manufacturer warranty. In addition, BATA staff is requiring the incorporation of external monitors as part of the damper replacement project to improve evaluation of the damper performance. The authorization of funding for the damper replacement project is contingent on the approval of the monitoring system by BATA staff prior to advertisement of the project.

While the manufacturer has fully tested the new dampers, Caltrans and BATA recommend independent testing of prototypes to verify that these improved dampers will meet specifications. Caltrans has requested BATA to assist in the procurement of six prototype dampers for final testing at laboratories at the University of California, San Diego prior to issuance of the final replacement contract later this year. Caltrans plans to competitively award replacement of the 96 dampers. As part of that contract, the dampers will be specified as sole source. Caltrans' current

procurement process cannot accommodate the timely purchase of these six prototypes. Upon completion of the testing, the six prototypes will be stored as spare units. Taylor Devices, Inc., has over 50 years' experience in delivering dampers and has the design needed to produce the prototypes in timely manner. The cost of the six prototype dampers will not exceed \$950,000.

Taylor Devices, Inc. is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.



Photo of Installation of an Existing Damper

Recommendation

Staff recommends this Committee authorize the Executive Director or his designated representative to issue a sole source purchase order to Taylor Devices, Inc. in amount not to exceed \$950,000 to provide six prototype dampers to Caltrans.



Steve Heminger

SH:sb

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Purchase Order

Work Item No.:	1251
Vendor:	Taylor Devices Inc., North Tonawanda, NY
Work Project Title:	San Francisco-Oakland Bay Bridge West Span Dampers Replacement Project – Prototype Procurement
Purpose of Project:	Procure six prototype dampers for testing
Brief Scope of Work:	The proposed project is to procure six prototype dampers for testing prior to replacement of 96 dampers on the San Francisco-Oakland Bay Bridge by Caltrans.
Project Cost Not to Exceed:	\$950,000
Funding Source:	Toll Bridge Rehabilitation Funds
Fiscal Impact:	Funds are included in the FY 2016-17 Toll Bridge Rehabilitation Program Budget.
Motion by Committee:	That the Executive Director or his designee is authorized to issue a purchase order to Taylor Devices, Inc. to procure six prototype dampers for testing, as described above and in the Executive Director's memorandum dated July 6, 2016 and the Chief Financial Officer is directed to set aside funds in the amount of \$950,000 for such purchase order.
BATA Oversight Committee:	<hr/> Amy Rein Worth, Chair
Approved:	Date: July 13, 2016



Metropolitan Transportation Commission

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Legislation Details (With Text)

File #: 15-1653 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 5/8/2016 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 7/13/2016 **Final action:**
Title: Richmond-San Rafael Bridge Access Improvement Project
i. Project Update
ii. Contract Amendment - On-Call Construction Management Services - Richmond San Rafael Bridge Access Improvement Project: Parsons Brinckerhoff, Inc. (\$5,600,000)

An update on the status of the project and a request to approve a contract amendment with Parsons Brinckerhoff for construction management on the Richmond-San Rafael Bridge Access Improvement Project.

Sponsors:

Indexes:

Code sections:

Attachments: [5b_ContractAmend_ParsonsBrinckerhoff](#)

Date	Ver.	Action By	Action	Result
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Subject:

Richmond-San Rafael Bridge Access Improvement Project

- i. Project Update
- ii. Contract Amendment - On-Call Construction Management Services - Richmond San Rafael Bridge Access Improvement Project: Parsons Brinckerhoff, Inc. (\$5,600,000)

An update on the status of the project and a request to approve a contract amendment with Parsons Brinckerhoff for construction management on the Richmond-San Rafael Bridge Access Improvement Project.

Presenter:

Chris Lillie

Recommended Action:

Committee Approval



BAY AREA TOLL AUTHORITY

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WEB www.mtc.ca.gov

Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1251

RE: Richmond-San Rafael Bridge Access Improvement Project

- i. Project Update
- ii. Contract Amendment – On-Call Construction Management Services – Richmond San Rafael Bridge Access Improvement Project: Parsons Brinckerhoff, Inc. (\$5,600,000)

This item would authorize the Executive Director or his designee to negotiate and enter into a contract with Parsons Brinckerhoff, Inc. (PB) for on-call construction management services for the Richmond-San Rafael Bridge Access Improvement Project in an amount not to exceed \$5,600,000 for a period ending June 30, 2018. This project is also known as the I-580 Access Improvement Project. PB is recommended based on a Statement of Qualifications solicited from a pre-qualified on-call construction management services consultant bench. In the event that BATA is unable to negotiate and enter into a contract amendment with PB, staff requests the approval from this Committee to negotiate and enter into a contract amendment with AECOM Technical Services, Inc. (AECOM), the next highest-rated firm, for the same work.

Background

The renovation of the Richmond-San Rafael Bridge Access Improvement Project is a project that is currently being designed by BATA to reduce traffic congestion in the eastbound direction of I-580 across the bridge by converting the shoulder to a peak period use lane. This project will also convert the shoulder in the westbound direction into a bi-directional bicycle-pedestrian path that is separated from motor vehicles by a moveable concrete barrier system.

In January 2014, after a competitive procurement, the BATA Oversight Committee authorized a pool of eight firms to provide on-call construction management services for a two-year term through January 31, 2016, with an option to extend for an additional two-year period. The Request for Qualifications (RFQ) that governed the selection specified that BATA could directly assign work to a particular firm based on the nature of the work, expertise and availability of the firm(s) and staff of those firm(s) or could conduct informal proposal solicitations among qualified firms to assist in assigning work.

Consultant Selection Process

On March 22, 2016, BATA issued a Request for Qualifications (RFQ) to all eight pre-qualified firms to provide construction management services on the BATA on-call panel. On April 25, 2016, staff received Statements of Qualifications (SOQs) from five of the eight firms in response to the RFQ. AECOM, CH2M Hill, Ghirardelli Associates, Mott McDonald and PB submitted SOQs.

BATA staff evaluated the SOQs based on the following criteria listed in descending order of importance:

- (1) Demonstrated understanding of the project and ability to meet BATA's objectives;
- (2) Qualifications of the firm and proposed staff;
- (3) Approach to project management and quality control;
- (4) References

After reviewing the SOQs, staff short-listed the top three ranked firms: AECOM, CH2M Hill and PB. On June 7, 2016, all three firms were invited for interviews for the services requested. As a result of the interviews, staff unanimously ranked PB as the top ranked team based on the evaluation criteria.

The PB team is highly qualified and has outlined an approach that demonstrates an insightful understanding of the Richmond-San Rafael Bridge Access Improvement Project. The PB team also identified project risks and processes to mitigate these risks. AECOM was a close second-ranked firm. A matrix with rankings assigned per factor follows below. (Where more than one firm received the same ranking this indicates a tie.)

Criteria (in order of importance)	AECOM	CH2M Hill	Ghirardelli	Mott McDonald	PB
1. Demonstrated understanding of the project and ability to meet BATA's objectives	2	3	5	4	1
2. Qualifications of the firm and proposed staff	2	3	4	4	1
3. Approach to project management and quality control	2	3	5	4	1
4. References	2	2	4	3	1
FINAL RANKING	2	3	5	4	1

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

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with PB to perform on-call construction management services for the Richmond-San Rafael Bridge Access Improvement Project in an amount not to exceed \$5,600,000 for a period ending June 30, 2018.



Steve Heminger

SH:CL

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Attachment A
Small Business and Disadvantaged Business Enterprise Status

Firm Name	Role on Project	DBE* Firm			SBE** Firm		
		Yes	DBE #	No	Yes	SBE #	No
Parsons Brinckerhoff	Construction Management			X			X
Applied Materials & Engineering	Material Testing	X	38639		X	1195	
CirclePoint	Public Outreach			X	X	40528	
Ganda and Associates	Biological Monitoring			X			X
Kleinfelder, Inc.	Material Source Inspection			X			X
Towill, Inc.	Surveying and Staking			X			X
Zoon Engineering	Inspection and Claims			X	X	58549	

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

**Denotes certification by the State of California.

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	1251
Vendor:	Parsons Brinkerhoff, Inc. Antioch, CA
Work Project Title:	On-Call Construction Management Services: Richmond-San Rafael Bridge Access Improvement Project
Purpose of Project:	To provide construction management services for the Richmond-San Rafael Bridge Access Improvement Project.
Brief Scope of Work:	Consultant shall perform construction management and construction administration services in accordance with Caltrans Construction Manual and Caltrans Standard Specifications and Plans for the construction of the Richmond-San Rafael Bridge Access Improvement Project.
Project Cost Not to Exceed:	This amendment - \$5,600,000 Current contract amount before this amendment- \$885,000 Maximum contract amount after this amendment - \$6,485,000
Funding Source:	Toll Bridge Rehabilitation Funds
Fiscal Impact:	Funds are included in the FY 2016-17Toll Bridge Rehabilitation Program Budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Parsons Brinckerhoff, Inc. to perform construction management services for the Richmond-San Rafael Bridge Access Improvement Project, as described above and in the Executive Director's memorandum dated July 6, 2016, and the Chief Financial Officer is directed to set aside funds in an amount of \$5,600,000 for such contract amendment. In the event that BATA is unable to negotiate and enter into a contract amendment with Parsons Brinckerhoff, Inc., the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with AECOM Technical Services, Inc. as stated above and the Chief Financial Officer is directed to set aside funds in the amount stated above.
BATA Oversight Committee:	<hr/> Amy Rein Worth, Chair
Approval Date:	Date: July 13, 2016



Metropolitan Transportation Commission

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

Legislation Details (With Text)

File #: 15-1735 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 6/9/2016 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 7/13/2016 **Final action:**
Title: Contract - San Francisco-Oakland Bay Bridge (SFOBB) Metering Lights System Upgrade Project
System Integrator: Parsons Transportation Group (\$1,700,000, plus a contingency of \$340,000)

A request to enter into a contract with Parsons Transportation Group to provide system integration services to design, develop, test, and implement and maintain the SFOBB Metering Lights System Upgrade Project.

Sponsors:

Indexes:

Code sections:

Attachments: [5c_Contract_ParsonsTransportGroup](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract - San Francisco-Oakland Bay Bridge (SFOBB) Metering Lights System Upgrade Project
System Integrator: Parsons Transportation Group (\$1,700,000, plus a contingency of \$340,000)

A request to enter into a contract with Parsons Transportation Group to provide system integration services to design, develop, test, and implement and maintain the SFOBB Metering Lights System Upgrade Project.

Presenter:

Stephen Baker

Recommended Action:

Committee Approval



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

Memorandum

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1251

RE: Contract – San Francisco-Oakland Bay Bridge (SFOBB) Metering Lights System Upgrade Project System Integrator: Parsons Transportation Group (\$1,700,000, plus a contingency of \$340,000)

This item would authorize the Executive Director or his designee to enter into a contract with Parsons Transportation Group (Parsons) to provide system integration services to design, develop, test, implement and maintain the San Francisco Bay Bridge Metering Lights System Upgrade Project in an amount not to exceed \$1,700,000 through December 31, 2019, with an option to annually extend for maintenance services up to an additional five years, subject to approval of future BATA budgets. This item would also authorize a project contingency in an amount of \$340,000 to be used at the Executive Director's discretion for changes needed to complete the work.

Background

The proposed SFOBB metering system upgrade will replace existing sensors and controllers and improve the metering algorithms to improve traffic flow at the SFOBB. Upgrading the existing metering system will reduce queues and delays at the SFOBB toll plaza in the westbound direction and better manage the high traffic volumes in this corridor.

The SFOBB Corridor is the most congested travel corridor in the 9-county Bay Area region. Given that vehicle demand exceeds capacity on the SFOBB, the key traffic operations strategy is to move more people in fewer vehicles to make the most efficient use of the bridge's capacity. Another of BATA's projects, the Bay Bridge Forward project, invests in congestion and transit crowding relief within this bridge corridor. Such operational improvements include integrated bridge corridor management strategies that work with the bridge metering light upgrades and other technology-based strategies on I-80, I-880 and I-580 approaches to the bridge.

The primary role of the System Integrator Contractor will be to design the metering light system algorithm and to replace the current metering lights system software and hardware. The Civil Contractor, through a separate future contract, will install any physical elements necessary in the field, like utility cabinets and in-lane detection. This contract approval is for the System Integrator Contractor.

Contractor Selection Process

On April 4, 2016, BATA issued a Request for Proposal (RFP) for a project system integrator. BATA held a Proposers' Conference on April 11, 2016 during which staff provided project information and answered questions.

On April 26, 2016, BATA received one (1) proposal from Parsons. Receiving only a single proposal was not unexpected by staff given the nature of the project. During the prior contractor outreach process, staff and our consultant technical advisor found no comparable projects in the scale and scope of the toll plaza metering system and found few firms that appear to have the experience and capabilities to deliver this project.

BATA staff reviewed the proposal considering the following factors as described in the RFP.

1. Approach to scope, work plan, resource availability, and resource allocation (25%);
2. Prime consultant's firm and team qualifications, references, experience with similar systems and key personnel assigned to the project (20%);
3. Responses on system requirements (20%);
4. Cost effectiveness, reasonableness and appropriateness of cost allocation (15%); and
5. Cost (10%)

The proposal was evaluated by panel members comprised of staff from BATA and Caltrans. Based on the initial scores, the panel entered into discussions with Parsons. Discussions were held on May 12, 2016. The purpose of the discussions was to identify Parsons specific deficiencies and weaknesses in its proposal and to provide them with the opportunity to consider possible approaches to alleviating or eliminating them in its Best and Final Offer (BAFO). After reviewing and evaluating the BAFO, Parsons scored 438 out of 500 possible points, see Attachment B. The Parsons team outlined an approach that demonstrates a strong understanding of the needs of the project and has committed to providing an experienced and qualified team to deliver the project. Parsons has become a leader in high-end advanced transportation management software. Attachment A includes a summary of Parsons and its project team's small business and disadvantaged business enterprise status.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract with Parsons in the amount of \$1,700,000 to provide system integration services for the SFOBB Metering Lights System Upgrade Project, for a term through December 31, 2019 with annual options to extend for maintenance services up to an additional five years subject to the approval of future BATA budgets. Staff also recommends that contingency funds in the amount of \$340,000 be set aside for this project and that the Executive Director, or his designee, be authorized to use such contingency funds for contract changes, as needed, to complete the work.



Steve Heminger

SH:sb
Attachment

Attachment A

Small Business and Disadvantaged Business Enterprise Status

		DBE* Firm			SBE** Firm		
		Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Parsons Transportation Group			X			X
Subcontractor	TJKM	X	40772		X	38780	

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

**Denotes certification by the State of California.

**Attachment B
COMBINED RATINGS**

Evaluation Factor	1. Approach	2. Qualifications & References	3. Response to System Requirements	4. Cost Effectiveness	5. Cost	6. Written & Verbal Communication Skills	Overall Proposal Rating
Proposer 1	107	90.5	92	55	50	43.5	438

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	1251
Contractor:	Parsons Transportation Group San Francisco, CA
Work Project Title:	San Francisco-Oakland Bay Bridge (SFOBB) Metering Lights System Upgrade System Integrator
Purpose of Project:	System integration for the SFOBB Metering Lights System Upgrade Project
Brief Scope of Work:	Design, develop, test, and implement the SFOBB Metering Lights System Upgrade Project
Project Cost Not to Exceed:	<ul style="list-style-type: none">• \$1,700,000• Plus a contingency totaling \$340,000 (to be used at the Executive Director's discretion for changes in the work)
Funding Source:	Toll Bridge Rehabilitation Funds
Fiscal Impact:	Funds are included in the FY 2016-17 Toll Bridge Rehabilitation Program Budget; funding for option years are subject to the approval of future BATA budgets.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with Parsons Transportation Group, for consultant services for the SFOBB Metering Lights System Upgrade Project, as described above and in the Executive Director's memorandum dated July 6, 2016 and is authorized to use contingency funds for any changes as needed to complete the scope of work, and that the Chief Financial Officer is directed to set aside funds in the amount of \$1,700,000 for such contract and \$340,000 for such contingency.
BATA Oversight Committee:	<hr/> Amy Rein Worth, Chair
Approved:	Date: July 13, 2016