



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

## Meeting Agenda

### Bay Area Toll Authority Oversight Committee

#### *Committee Members:*

*Amy R. Worth, Chair    Warren Slocum, Vice Chair*

*Jeannie Bruins, Carol Dutra-Vernaci, Federal D. Glover,  
Nick Josefowitz, Jane Kim, Alfredo Pedroza, Libby Schaaf  
Non-Voting Member: Tony Tavares*

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Wednesday, November 14, 2018

9:30 AM

Board Room - 1st Floor

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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. [18-0870](#) Minutes of the October 10, 2018 meeting

**Action:** Committee Approval

**Attachments:** [4a\\_10-10-2018\\_BATA\\_O\\_Draft\\_Minutes.pdf](#)

- 4b. [18-0871](#) BATA Financial Statements for September 2018

**Action:** Information

**Presenter:** Raymond Woo

**Attachments:** [4b\\_Financial\\_Statements\\_September2018.pdf](#)

- 4c.     [18-0943](#)     Contract Amendment - Richmond-San Rafael Bridge Access Improvement  
                          Project - Utility Relocation: East Bay Municipal Utility District (\$300,800)
- Action:         Committee Approval
- Presenter:     Chris Lillie
- Attachments:   [4c\\_ContractAmend\\_EBMUD.pdf](#)

## 5. Approval

- 5a. [18-0395](#) Contract Change Order - FasTrak® Regional Customer Service Center:  
2.5 Year Contract Extension: Conduent State and Local Solutions, Inc.  
(\$67,800,000)

A request for approval of a contract change order with Conduent State and Local Solutions, Inc. to exercise an option to extend the contract to operate the FasTrak® Regional Customer Service Center for two and a half years. This will provide staff enough time to conduct the next competitive procurement for the FasTrak® program.

Action: Committee Approval

Presenter: Andrew Fremier

Attachments: [5a\\_FasTrak\\_CSC 2.5-Year Extension\\_Conduent\\_ContractChangeOrder.pdf](#)

- 5b. [18-0894](#) Contract Amendment - On-Call Consultant Services - Technical Assistance for FasTrak® Customer Service Center Procurement: HNTB Corporation  
(\$855,000)

A request for approval of a contract amendment with HNTB Corporation to provide support for procurement of the next FasTrak® Customer Service Center and as-needed technical assistance for the current operation.

Action: Committee Approval

Presenter: Andrew Fremier

Attachments: [5b\\_FasTrakSupportContract.pdf](#)

## 6. Information

- 6a. [18-0776](#) Options for Implementing All-Electronic Tolling on State-Owned Bridges

A report on the findings of research and analysis on whether BATA should remove manual toll collection from any or all of the seven state-owned bridges.

Action: Information

Presenter: Andrew Fremier

Attachments: [6a\\_AET\\_Options.pdf](#)

## 7. Public Comment / Other Business

## **8. Adjournment / Next Meeting**

**The next meeting of the Bay Area Toll Authority Oversight Committee will be held on December 12, 2018 at 9:30 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA 94105.**

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

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

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

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

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

**Acceso y el 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.

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

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

MTC's Chair and Vice-Chair are ex-officio voting members of all standing Committees.



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

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**File #:** 18-0870      **Version:** 1      **Name:**  
**Type:** Minutes      **Status:** Consent  
**File created:** 10/5/2018      **In control:** Bay Area Toll Authority Oversight Committee  
**On agenda:** 11/14/2018      **Final action:**  
**Title:** Minutes of the October 10, 2018 meeting  
**Sponsors:**  
**Indexes:**  
**Code sections:**  
**Attachments:** [4a\\_10-10-2018\\_BATA\\_O\\_Draft\\_Minutes.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**  
Minutes of the October 10, 2018 meeting

**Recommended Action:**  
Committee Approval



# Metropolitan Transportation Commission Meeting Minutes

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

## Bay Area Toll Authority Oversight Committee

### *Committee Members:*

*Amy R. Worth, Chair    Warren Slocum, Vice Chair*

*Jeannie Bruins, Carol Dutra-Vernaci, Federal D. Glover,  
Nick Josefowitz, Jane Kim, Alfredo Pedroza, Libby Schaaf  
Non-Voting Member: Tony Tavares*

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Wednesday, October 10, 2018

9:30 AM

Board Room - 1st Floor

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### Call Meeting to Order

#### 1. Roll Call / Confirm Quorum

- Present:** 7 - Commissioner Bruins, Commissioner Dutra-Vernaci, Commission Chair Mackenzie, Commissioner Pedroza, Commissioner Schaaf, Commissioner Slocum, and Commissioner Worth
- Absent:** 3 - Commissioner Glover, Commissioner Josefowitz, and Commissioner Kim

Commission Chair Mackenzie was deputized to make a quorum of the Committee.

Non-Voting Member Present: Commissioner Tavares

Ex Officio Voting Member Present: Commission Chair Mackenzie, and Commission Vice Chair Haggerty

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

#### 2. Pledge of Allegiance

#### 3. Compensation Announcement (Committee Secretary)

#### 4. Consent Calendar

Approval of the Consent Calendar

**Upon the motion by Commissioner Dutra-Vernaci and the second by Commissioner Pedroza, the Consent Calendar was unanimously approved by the following vote:**

- Aye:** 5 - Commissioner Dutra-Vernaci, Commissioner Pedroza, Commissioner Slocum, Commissioner Worth and Commission Chair Mackenzie
- Absent:** 5 - Commissioner Bruins, Commissioner Glover, Commissioner Josefowitz, Commissioner Kim and Commissioner Schaaf

- 4a. [18-0745](#) Minutes of the September 12, 2018 meeting  
**Action:** Committee Approval
- 4b. [18-0762](#) BATA Financial Statements for August 2018  
**Action:** Information  
**Presenter:** Raymond Woo
- 4c. [18-0646](#) Contract Amendment -FasTrak® Customer Communication Services:  
Sidecar, a Division of Swirl, Inc. (\$900,000)  
**Action:** Committee Approval  
**Presenter:** Sylvia Cox
- 4d. [18-0763](#) Contract - On-Call Toll Bridge Asset Management Program Support on  
Richmond-San Rafael Bridge: WSP USA Inc. (\$800,000)  
**Action:** Committee Approval  
**Presenter:** Stephen Wolf
- 4e. [18-0803](#) Contract Amendment - Advanced Toll Collection and Accounting System  
(ATCAS II): TransCore, LP (\$1,355,602)  
**Action:** Committee Approval  
**Presenter:** Jeff Gerbracht

## 5. Approval

- 5a. [18-0824](#) BATA Resolution No. 127 - Authorizing the 2019 Plan of Finance  
  
A request for approval of BATA Resolution No. 127 authorizing the 2019 Plan of Finance.  
**Action:** Authority Approval  
**Presenter:** Brian Mayhew  
  
**Upon the motion by Commissioner Mackenzie and the second by Commissioner Slocum, the Committee unanimously approved the referral of BATA Resolution No. 127 to the Authority for approval. The motion carried by the following vote:**  
  
**Aye:** 7 - Commissioner Bruins, Commissioner Dutra-Vernaci, Commission Chair Mackenzie, Commissioner Pedroza, Commissioner Schaaf, Commissioner Slocum and Commissioner Worth



**Absent:** 3 - Commissioner Glover, Commissioner Josefowitz and Commissioner Kim

### **6. Public Comment / Other Business**

### **7. Adjournment / Next Meeting**

The next meeting of the Bay Area Toll Authority Oversight Committee will be held on November 14, 2018 at 9:35 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA 94105.



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

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**File #:** 18-0871      **Version:** 1      **Name:**

**Type:** Report      **Status:** Consent

**File created:** 10/5/2018      **In control:** Bay Area Toll Authority Oversight Committee

**On agenda:** 11/14/2018      **Final action:**

**Title:** BATA Financial Statements for September 2018

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [4b\\_Financial\\_Statements\\_September2018.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**  
BATA Financial Statements for September 2018

**Presenter:**  
Raymond Woo

**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: November 7, 2018

FR: Executive Director

W. I. 1254

RE: BATA Financial Statements for September 2018

Attached are the BATA financial statements for the three month period ending September 2018. Major highlights of the three month statement include:

- (1) **Revenues:** Toll bridge revenue of \$188 million is slightly ahead of budget. Total interest revenue earned of \$12.3 million is 49% of the budget. The strong interest earning is a result of higher market interest rates. Year-to-date (YTD) violation revenue of \$6.1 million is in line with the budget.

In September, BATA received an \$8 million reimbursement from Caltrans for the bolt replacement project on Pier E2 of the San Francisco-Oakland Bay Bridge East Span.

BATA has also received \$17.9 million in subsidy payments from the U.S. Government to offset the interest expense of the Build America Bonds.

- (2) **Expense:** Total operating expense is running below budget at 6% compared to the 25% of the budget year expired. This is normal as we are at the early stage of the operating year where many contracts have been encumbered but not yet spent. In addition, the major debt service payments will not be made until the later part of the fiscal year.

The YTD total for the banking costs is over the approved budget by \$3.5 million. This is as the result of contract amendments. The budget will be amended in midyear to cover those additional cost.

We will get a better picture on the expenditures as we get further into the fiscal year. The total encumbrance balance at the end of September is \$89 million.

- (3) **Transfers to MTC and ABAG:** The budgeted annual 1% administration fee for MTC and operating contribution to the ABAG Estuary Partnership were transferred at the beginning of the fiscal year. The balance of the transfers are generally made on a drawdown basis.

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

  
 Steve Heminger

SH:bm

Attachment

J:\COMMITTEE\BATA Oversight\2018\10 Oct'2018 BATA Oversight\4b\_1\_Financial\_Statements\_August2018\_CoverMemo.docx

**BATA Operating Budget**

**As of September 2018**

	FY 2018-19	Actual	Current Budget	% of Budget	year		YTD Total
	Budget	YTD	Balance Over/(Under)	(col 2/1)	Expired	Encumbrances	(Enc + YTD)
<b>REVENUE:</b>							
1 RM 1 Toll Revenues	603,709,547	154,904,347	(448,805,200)	25.7%	25.0%	-	154,904,347
2 RM 2 Toll Revenues	130,989,803	33,567,085	(97,422,718)	25.6%	25.0%	-	33,567,085
3 Toll Violation Revenues	25,000,000	6,088,204	(18,911,796)	24.4%	25.0%	-	6,088,204
4 Other Revenue	-	51,878	51,878	N/A	25.0%	-	51,878
5 Interest Income	25,000,000	12,332,096	(12,667,904)	49.3%	25.0%	-	12,332,096
6 BAIFA Reimbursement	670,000	155,293	(514,707)	23.2%	25.0%	-	155,293
7 GGB&HTD Fastrak Reimbursement	6,900,000	1,189,733	(5,710,267)	17.2%	25.0%	-	1,189,733
8 SFO Fastrak Reimbursement	463,000	62,894	(400,106)	13.6%	25.0%	-	62,894
9 Alameda CMA Reimbursement	1,700,000	354,501	(1,345,499)	20.9%	25.0%	-	354,501
10 VTA 237 Express Lane Reimb.	135,000	31,702	(103,298)	23.5%	25.0%	-	31,702
11 Rebate for Build America Bonds	71,508,476	17,877,119	(53,631,357)	25.0%	25.0%	-	17,877,119
12 Caltrans Reimbursement	-	8,000,000	8,000,000	N/A	25.0%	-	8,000,000
<b>Total Revenue</b>	<b>866,075,826</b>	<b>234,614,852</b>	<b>(639,460,974)</b>	<b>27.1%</b>	<b>25.0%</b>	<b>-</b>	<b>226,614,852</b>
<b>EXPENSE:</b>							
<b>Caltrans Operations and Maintenance:</b>							
1 Toll Collection & Operations Services	23,600,000	5,868,035	(17,731,965)	24.9%	25.0%	-	5,868,035
2 Toll & Bridge Facility Maint	5,700,000	1,842,278	(3,857,722)	32.3%	25.0%	-	1,842,278
Caltrans O & M Subtotal	29,300,000	7,710,313	(21,589,687)	26.3%	25.0%	-	7,710,313
<b>Fastrak Operations and Maintenance:</b>							
3 RCSC Operations	25,500,000	2,094,685	(23,405,315)	8.2%	25.0%	22,044,257	24,138,942
4 ATCAS Maintenance, IT equip	5,575,000	259,417	(5,315,583)	4.7%	25.0%	3,049,140	3,308,557
5 Banking Costs	13,900,000	2,563,714	(11,336,286)	18.4%	25.0%	14,845,928	17,409,642
6 Collection Exp./DMV Exp.	4,000,000	649,452	(3,350,548)	16.2%	25.0%	1,475,289	2,124,741
BATA O & M Subtotal	48,975,000	5,567,268	(43,407,732)	11.4%	25.0%	41,414,614	46,981,882
<b>BATA Toll Bridge Administration:</b>							
7 Staff Costs - Salaries,Benefits & Temps	10,592,473	2,309,746	(8,282,727)	21.8%	25.0%	-	2,309,746
8 Travel, Printing, Memberships & Other	587,480	36,131	(551,349)	6.2%	25.0%	7,378	43,509
9 Audit/Accounting	2,750,000	276,197	(2,473,803)	10.0%	25.0%	533,975	810,172
10 Misc. Toll Admin Operating Expenses	1,150,000	81	(1,149,919)	0.0%	25.0%	-	81
11 Professional Fees	3,095,000	144,678	(2,950,322)	4.7%	25.0%	879,252	1,023,930
12 Other	750,000	-	(750,000)	0.0%	25.0%	-	-
Toll Bridge Admin Subtotal	18,924,953	2,766,833	(16,158,120)	14.6%	25.0%	1,420,605	4,187,438
<b>Other/Transfers:</b>							
13 Transfers to MTC 1% Admin	7,846,994	7,846,994	-	100.0%	25.0%	-	7,846,994
14 Transfers to MTC - Other	608,300	154,259	(454,041)	25.4%	25.0%	7,157	161,416
15 Transfer from Legal Reserve	3,400,000	33,998	(3,366,002)	1.0%	25.0%	1,351,742	1,385,740
16 Transbay Transit Terminal Maint	5,026,046	1,625,024	(3,401,022)	32.3%	25.0%	3,401,022	5,026,046
17 Beale St Assessment	2,200,000	477,998	(1,722,002)	21.7%	25.0%	1,433,995	1,911,993
18 Depreciation and Amortization	6,110,000	-	(6,110,000)	0.0%	25.0%	-	-
19 RM2/Clipper Marketing	4,500,000	162,297	(4,337,703)	3.6%	25.0%	1,368,152	1,530,449
20 RM2 Operating	49,776,125	11,114,218	(38,661,907)	22.3%	25.0%	35,797,676	46,911,894
21 ABAG SFEP	999,969	999,969	-	100.0%	25.0%	-	999,969
Transfers	80,467,434	22,414,757	(58,052,677)	27.9%	25.0%	43,359,744	65,774,501
<b>Debt Service:</b>							
22 Interest and principal payments	557,086,153	11,807,302	(545,278,851)	2.1%	25.0%	-	11,807,302
23 Financing Costs	14,020,400	680,040	(13,340,360)	4.9%	25.0%	3,136,185	3,816,225
Total Debt Service	571,106,553	12,487,342	(558,619,211)	2.2%	25.0%	3,136,185	15,623,527
<b>Transfer to Capital Fund In (Out):</b>							
24 Transfer to Capital Fund	(117,251,886)	-	(117,251,886)	0.0%	25.0%	-	-
25 Furniture/Equip./Vehicle	(50,000)	-	(50,000)	0.0%	25.0%	-	-
Total Capital Reserve In (Out)	(117,301,886)	-	(117,301,886)	0.0%	25.0%	-	-
<b>Total Expense &amp; Transfers</b>	<b>866,075,826</b>	<b>50,946,513</b>	<b>(815,129,313)</b>	<b>5.9%</b>	<b>25.0%</b>	<b>89,331,148</b>	<b>140,277,661</b>
<b>Net</b>	<b>-</b>	<b>183,668,339</b>					<b>86,337,191</b>

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

**September'18**

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Ceridian Employer Services		\$45,000
	<i>Payroll Services</i>	
EC America Inc		\$18,378
	<i>Computer Maintenance Service</i>	
CDW Government Inc		\$20,000
	<i>Computer Supply</i>	
University of San Francisco		\$20,000
	<i>Commuter Study</i>	

**Regional Measure 2 Project Budget**

**As of September 2018 (\$000) - Life to Date**

Program	Project Title	Total Budget	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	-	-
3	MUNI Historic Streetcar Expansion (E-Line)	10,000	10,000	-	-
4	Dumbarton Commuter Rail Service <sup>i,iv,xii</sup>	9,157	8,932	33	192
5	Vallejo Ferry Intermodal Station <sup>v</sup>	26,000	24,101	1,598	301
6	Solano County Express Bus Intermodal Facilities <sup>vi</sup>	12,251	12,222	30.00	-
7	Solano County Corridor Improvements near I-80 / I-680 Interchange	100,000	97,026	2,974	-
8	I-80 EB HOV Lane Extension from Route 4 to Carquinez Bridge	37,175	37,175	-	-
9	Richmond Parkway Park & Ride <sup>vii</sup>	3,850	867	706	2,277
10	SMART Extension to Larkspur <sup>ii,vii</sup>	56,500	51,879	4,621	-
11	Greenbrae Interchange Improvement <sup>ii,viii</sup>	43,500	26,992	5,867	10,641
12	Direct HOV lane connector from I-680 to the Pleasant Hill BART <sup>ix</sup>	20,425	14,623	5,484	318
13	Rail Extension to East Contra Costa/E-BART	96,000	93,848	2,152.00	-
14	Capitol Corridor Improvements in Interstate-80/Interstate 680 Corridor <sup>vi,x</sup>	35,950	35,950	-	-
15	Central Contra Costa Bay Area Rapid Transit (BART) Crossover	25,000	25,000	-	-
16	Benicia-Martinez Bridge: New Span	50,000	50,000	-	-
17	Remaining Regional Express Bus North - Competitive Program Projects <sup>v,x</sup>	18,799	18,771	28	-
18	Clipper	35,000	20,749	1,231	13,020
19	Real-time transit information	20,000	19,476	524	-
20	Safe Routes to Transit	22,500	19,910	2,404	186
21	BART Tube Seismic Retrofit	33,801	33,801	-	-
22	Transbay Terminal/Downtown Extension	150,000	149,437	563	-
23	Oakland Airport Connector	115,199	115,199	-	-
24	AC Transit Enhanced Bus - Phase 1 (International Blvd/Telegraph Ave. Corridor) <sup>vii</sup>	77,760	53,771	23,989	-
25	Commute Ferry Service for Alameda/Oakland/Harbor Bay	12,000	12,000	-	-
26	Commute Ferry Service for Berkeley/Albany	12,000	4,762	7,238	-
27	Commute Ferry Service for South San Francisco	12,000	11,998	2	-
28	Water Transit Facility Imps., Spare Vessels and Environmental Review	48,000	42,853	5,147	-
29	Regional Express Bus South - Remaining Projects <sup>iv,vii,xi</sup>	54,933	29,454	11,315	14,164
30	I-880 North Safety Improvements <sup>xi</sup>	12,300	12,069	231	-
31	BART Warm Springs Extension <sup>i</sup>	186,000	177,669	8,331	-
32	I-580 (Tri Valley) Rapid Transit Corridor Improvements	65,000	50,885	2,120	11,995
33	Regional Rail Master Plan	6,500	6,062	394	44
34	Integrated Fare Structure Program	1,500	900	600	-
35	Transit Commute Benefits Promotion	5,000	3,366	1,634	-
36	Caldecott Tunnel Improvements <sup>ix</sup>	45,075	45,074	1	-
37	BART's Fixed Guideway Rehab	64,000	24,000	-	40,000
38	Regional Express Lane Network <sup>iii</sup>	4,825	-	4,825	-
39	Modifications in I-80 and San Pablo <sup>iii</sup>	8,000	7,675	325	-
40	Caltrain Electrification <sup>viii,xii</sup>	20,000	19,991	9	-
<b>Total</b>		<b>\$1,589,000</b>	<b>\$1,398,487</b>	<b>\$94,376</b>	<b>\$96,138</b>

<sup>i</sup> Allocated \$91 million from the Dumbarton Commuter Rail Service to the BART to Warm Springs Extension Project, per Resolution #3801 dated 1/28/09.

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

<sup>iii</sup> 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
<sup>iv</sup> \$14,843	Program 4: Dumbarton Commuter Rail Service program	Program 29: Regional Express Bus South program
<sup>v</sup> \$2,000	Program 5: Vallejo Ferry Intermodal Station program	Program 17: Regional Express Bus North program
<sup>vi</sup> \$7,749	Program 6: Solano County Express Bus program	Program 14: I-80/I-680 Capital Corridor Improvements program
<sup>vii</sup> \$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
<sup>viii</sup> \$20,000	Program 11: Greenbrae Interchange Improvement	Program 10: SMART Extension to Larkspur
<sup>ix</sup> \$5,425	Program 36: Caldecott Tunnel Improvements program	Program 12: I-680 Direct HOV Lane Connector to Pleasant Hill BART program
<sup>x</sup> \$3,202	Program 17: Regional Express Bus North program	Program 14: I-80/I-680 Capital Corridor Improvements program
<sup>xi</sup> \$2,300	Program 29: Regional Express Bus South program	Program 30: I-880 North Safety Improvements program
<sup>xii</sup> \$20,000	Program 4: Dumbarton Commuter Rail Service program	Program 40: Caltrain Electrification program

<sup>xiii</sup> Increasing funding by \$13 million to the Clipper Project (18), per Res #3801 dated 12/21/16.

<sup>xiv</sup> Increasing funding by \$21 million to the Regional Express Bus South Project (29), per Resolution #3801 dated 12/21/16.

<sup>xv</sup> Increasing funding by \$40 million to the BART's Fixed Guideway Rehab Project (37), per Resolution #3801 dated 12/21/16.

Shaded projects are completed

**Rehab Project Budget**

**As of September 2018 (\$000) - Life to Date**

<b>Program #</b>	<b>Program</b>	<b>Total Budget</b>	<b>Total Expenses</b>	<b>Encumbrance</b>	<b>Balance Remaining</b>
6812	Benicia-Martinez Bridge Rehab	6,388	2,318	-	4,070
6813	Carquinez Bridge Rehab	34,782	34,466	-	316
6814	Richmond-San Rafael Bridge Rehab	77,742	54,445	-	23,297
6825	San Francisco-Oakland Bay Bridge Rehab	220,606	176,498	-	44,108
6826	San Mateo-Hayward Bridge Rehab	122,346	107,733	1	14,613
6827	Dumbarton Bridge Rehab	4,792	4,792	-	-
6828	All Bridges Rehab	91,057	80,784	-	10,273
6829	Caltrans Reserve	2,128	4	-	2,124
8030	Completed/Defunded/Transferred Projects	117,303	116,626	-	677
8033	Minor Toll Plaza Rehab Projects	5,427	935	-	4,492
8210	New Benicia Bridge *	1,715	502	-	1,213
8315	Site Mitigation & Landscaping	154	83	-	71
8615	I-880/SR-92 Landscaping**	6,640	5,515	-	1,125
8629	Minor Bridge Rehab Projects	159	45	-	114
8637	Bay Trail Improvements	115	-	-	115
	<b>TOTAL CALTRANS REHAB BUDGET</b>	<b>691,354</b>	<b>584,746</b>	<b>1</b>	<b>106,608</b>
8012	All Electronic Tolling Study	763	699	2	62
8528	Bay Lights Maintenance	640	252	68	320
8530	Drainage Studies for the Bridge	500	300	-	200
8531	Benicia New Toll Plaza ORT	4,153	4,153	-	-
8539	SFOBB Eyebarr Repair Review	2,914	2,660	254	-
8540	Regional Transportation Sea Level Rise Asset	2,000	157	-	1,843
8594	SFOBB West Span Pathway PSR	12,300	11,212	538	550
8602	Hybrid/ETC Lane Modifications	874	874	-	-
8631	Procure New Callboxes	2,344	2,344	-	-
8900	2003 CSC Procurement	12,358	11,046	3	1,309
8901	ETC Transponder Procurement	86,370	76,533	6,856	2,981
8902	2012 CSC Procurement	20,750	18,726	1,378	646
8903	ATCAS Lane Host Upgrades	33,545	31,814	1,084	647
8904	Fastrak Sign & Sign Structure Improvements	29,510	29,336	79	95
8905	Misc. Bridge Improvements	14,299	6,158	759	7,382
8907	Toll Plaza Capital Improvements	26,448	17,907	4,201	4,340
8908	Enterprise Computing HW/SW	4,035	3,198	29	808
8909	Gateway Park Planning	27,975	16,191	1,273	10,511
8912	ETC Transponder Tag Swap	1,937	1,929	-	8
8913	SFOBB Administration Building	25,619	25,220	-	399
8914	Violation Enforcement System Upgrade	7,842	7,841	-	-
8916	Bay Crossing Study	540	540	-	-
8917	IT Security Procedures & Policies	750	405	221	124
8918	Maintenance Complex	531	491	40	-
8920	Plaza and Canopy Improvements	9,263	8,545	25	693
8921	SFOBB Lane 17 & 18 Lane Reconfiguration	3,575	1,664	43	1,868
8922	Metering Lights Replacement	8,930	1,438	2,655	4,837
8923	Bridge Records Recordation and Storage	500	55	-	445
8924	Antioch Bridge Approach	50,000	49,070	841	89
8926	Bridge Modeling & Investigations	5,801	623	327	4,851
8928	BATA Program Contingency	3,258	300	-	2,958
8930	Richmond-San Rafael Bridge Rehab	81,928	45,135	29,232	7,561
8933	Plan Bay Area TMS	9,000	4,453	3,986	561
8936	Backhaul Connection Infrastructure	1,000	757	95	148
8937	Future CSC Procurement	4,000	539	299	3,162
8938	Misc. East Span Project Improvements	12,084	-	-	12,084
8939	Asset Management	2,000	-	-	2,000
8940	HOV Lane Enforcement	1,300	-	-	1,300
8941	CHP - COZEPP/MAZEPP	200	-	-	200
8942	Bridge Yard Capital Improvements	500	-	-	500
8000-05	Capital Program Audit	8,300	6,714	539	1,047
8000-16	SRA/RM1 Program Monitoring	46,445	44,856	214	1,375
	<b>Total BATA REHAB BUDGET</b>	<b>567,081</b>	<b>434,135</b>	<b>55,041</b>	<b>77,904</b>
	<b>TOTAL REHAB BUDGET</b>	<b>1,258,435</b>	<b>1,018,881</b>	<b>55,042</b>	<b>184,512</b>

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 September 2018 (\$000) - Life to Date**

	Program	Base Budget	Current Budget***	Total Expenses*	Encumbrance	Remaining Balance
8103	San Francisco-Oakland Bay Bridge East Span Repl	\$ 5,486,600	\$ 6,530,851	\$ 6,459,230	\$ 71,621	\$ -
8109	San Francisco-Oakland Bay Bridge West Span Retrofit	307,900	305,316	305,316	-	-
8106	San Francisco-Oakland Bay Bridge West Approach Repl	429,000	452,550	450,386	2,164	-
8100	Antioch Bridge Retrofit	-	71,100	71,093	7	-
8122	Dumbarton Bridge Retrofit	-	112,400	112,318	82	-
8112	Richmond-San Rafael Bridge Retrofit	808,100	811,850	794,870	16,980	-
8115	Benicia-Martinez Bridge Retrofit	177,800	177,830	177,817	13	-
8118	Carquinez Bridge Retrofit	114,200	114,206	114,206	-	-
8121	San Mateo-Hayward Bridge Retrofit	163,500	163,412	163,412	-	-
	<b>Subtotal for Bay Area Bridges</b>	<b>7,487,100</b>	<b>8,739,515</b>	<b>8,648,648</b>	<b>90,867</b>	<b>-</b>
8128	Misc Program Costs	30,000	26,030	26,024	6	-
8729	Program Contingency**	989,000	24,795	-	24,795	-
8124	Vincent Thomas Bridge Retrofit ( <i>non-BATA, for information</i> )	58,500	58,420	58,411	9	-
8127	San Diego-Coronado Bridge Retrofit ( <i>non BATA, for</i> )	103,500	103,240	103,235	5	-
	<b>Subtotal for Other Bridges</b>	<b>162,000</b>	<b>161,660</b>	<b>161,646</b>	<b>14</b>	<b>-</b>
	<b>Total for Toll Bridge Seismic Retrofit Program</b>	<b>\$ 8,668,100</b>	<b>\$ 8,952,000</b>	<b>\$ 8,836,318</b>	<b>\$ 115,682</b>	<b>\$ -</b>

\*Includes pre AB144 LTD expenses from Caltrans to April 2006  
BATA expenses from May 2006 to current

3,709,068  
5,127,250  


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8,836,318

**\*\* Contingency Allocation**

Contingency per Budget	989,000
FY08 (Allocation) and Rescission	(203,920)
FY09 (Allocation) and Rescission	(44,790)
FY10 (Allocation) and Rescission	139,400
FY11 (Allocation) and Rescission	(577,670)
FY12 (Allocation) and Rescission	(15,520)
FY13 (Allocation) and Rescission	32,637
FY14 (Allocation) and Rescission	(130,000)
FY15 (Allocation) and Rescission	(103,800)
FY16 (Allocation) and Rescission	(12,731)
FY17 (Allocation) and Rescission	(33,200)
FY18 (Allocation) and Rescission	(24,671)
Allocate to SFOBB East Span 7/1/18	(1,480)
Unallocate SFOBB West Approach 7/1/18	6,950
Unallocate Richmond Bridge 7/1/18	250
Unallocate Vincent Thomas 7/1/18	90
Unallocate San Diego-Coronado 7/1/18	280
Unallocate Program Indirects 7/1/18	3,970
Remaining Balance	<hr/> 24,795

Shaded projects are completed

\*\*\*Financial reflects budget update approved on 6/27/18



**Regional Measure 2 Operating Budget  
As of September 2018 (\$000)**

						<b>Balance</b>
	<b>Project Title</b>	<b>Total Budget</b>	<b>Allocation</b>	<b>Actual</b>	<b>Encumbrance</b>	<b>Remaining</b>
1	Richmond Bridge Express Bus	2,474	2,474	-	2,474	-
2	Napa Vine Service	426	426	-	426	-
3	Express Bus North - serving SFOBB, Dumbarton, San Mateo bridges	3,750	2,620	83	2,537	1,130
4	Express Bus South - serving Carquinez and Benicia Bridges	7,074	7,024	2,148	4,876	50
5	Dumbarton Bus	2,967	2,817	939	1,878	150
6	WETA Ferry Operations	16,500	16,500	5,500	11,000	-
7	Owl Service - BART Corridor	2,004	1,521	444	1,077	483
8	MUNI Metro 3rd St	2,500	2,500	-	2,500	-
9	AC Enhanced Bus Service	3,000	3,000	1,000	2,000	-
11	Water Emergency Transportation Authority Regional Planning	3,000	3,000	1,000	2,000	-
12	Clipper Operations	2,000	2,000	-	2,000	-
13	Transbay Transit Center	3,000	3,000	-	3,000	-
	Subtotal for Operating Assistance Program	48,695	46,882	11,114	35,768	1,813
N/A	Clipper Marketing	2,600	-	142	13	2,445
N/A	511 Real Time Transit	100	-	-	-	100
N/A	Seamless Transit Map	710	-	-	710	-
N/A	Regional Resource Center	165	-	20	145	-
N/A	AC Transit Services	500	-	-	500	-
N/A	New or Expanded Transit Service	385	-	-	-	385
	Total for Clipper and RM2 Marketing	4,460	-	162	1,368	2,930
	Total	\$53,155	\$46,882	\$11,276	\$37,136	\$4,743

## AB 1171 Project Budget

As of September 2018 (\$000) - Life to Date

Project Title	Total Budget	Allocation	Actual	Encumbrance	Balance Remaining
Doyle Drive Replacement	80,000	80,000	80,000	-	-
East Contra Costa BART Extension	111,500	111,500	109,819	1,681	-
Transbay Terminal/Downtown Extension:Phase 1	150,000	150,000	148,942	1,058	-
Tri-Valley Transit Access Improve. To BART	95,000	21,852	11,433	10,419	73,148
Regional Express Lane Network	2,800	2,800	2,800	-	-
Fairfield/Vacaville Train Station	9,000	9,000	9,000	0	-
I80/680 Interchange	100,000	100,000	98,447	1,553	-
Other Corridor Improvement	10,200	10,150	10,150	-	50
VTA Mission/Warren/Truck Rail Facility	6,500	6,500	5,811	689	-
BART to Warm Spring Extension	5,000	5,000	5,000	-	-
Total	\$570,000	\$496,802	\$481,402	\$15,400	\$73,198

AB 1171 Program Budget:	\$570,000
Approved Projects:	\$496,802
AB 1171 Program Balance:	<u>\$73,198</u>

Shaded projects are completed

**BATA Capital Project with SB1 Funding**  
**As of September 2018 (\$000) - Life to Date**

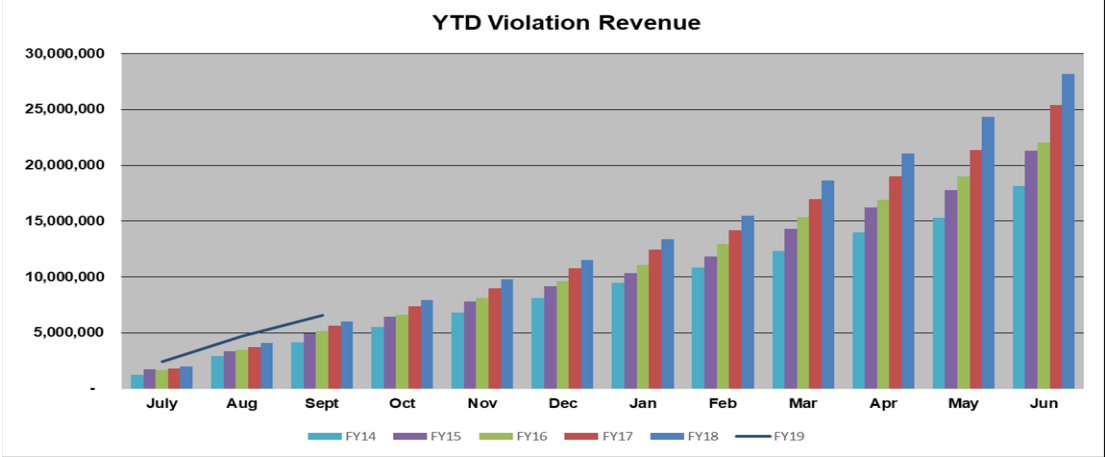
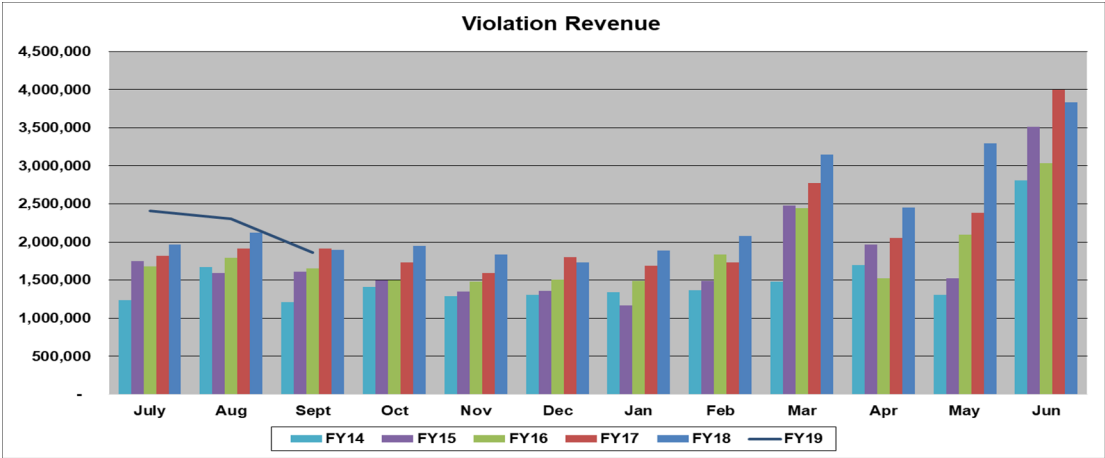
<b>841</b>	<b>Program</b>	<b>Base Budget</b>	<b>Expenses</b>	<b>Encumbrance</b>	<b>Remaining Balance</b>
8351	SFOBB Bicycle/Pedestrian Eastern Access	\$ 4,000	\$ -	\$ -	\$ 4,000
8352	Dumbarton EL Approach and Transit Strategies	17,000	-	-	17,000
<b>Total BATA SB1 Capital Project</b>		<b>\$ 21,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 21,000</b>

## Other Capital Projects

As of September 2018 (\$000) - Life to Date

Project Title		Total Budget	Actual	Encumbrance	Balance Remaining
849	Express Lanes Capital				
6840	Program Costs: Planning, Coordination & Management	28,437	18,920	2,644	6,873
6841	Centralized Toll System	32,367	16,314	12,497	3,556
6842	CC-680 Southern Segment Conversion	54,043	50,194	3,826	23
6843	Capitalized Start-up O&M	16,000	4,678	1,571	9,751
6844	ALA-880 Conversion	139,098	74,893	42,804	21,401
6845	CC-680 Northern Segment - Southbound Conversion	53,623	5,890	5,885	41,848
6846	SOL-80 West Conversion	1,964	308	1,365	291
6847	Program Contingency	2,848	-	-	2,848
6849	SOL-80 East Express Lane Conversion	16,114	10,519	3,686	1,909
6851	84/Dumbarton Bridge	323	323	-	-
6852	92/San Mateo Bridge	369	369	-	-
Express Lanes Total		\$345,186	\$182,408	\$74,278	\$88,500
847	BATA Project Savings				
6953	CCC - AC Transit	83,000	18,434	28,299	36,267
6954	CCC - Muni	84,000	-	46,876	37,124
6955	CCC - BART	15,000	-	-	15,000
6956	BART Rail Car Replacement	68,000	-	-	68,000
BATA Project Savings Total		\$250,000	\$18,434	\$75,175	\$156,391
Grand Total		\$595,186	\$200,842	\$149,453	\$244,891







# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

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**File #:** 18-0943      **Version:** 1      **Name:**

**Type:** Contract      **Status:** Consent

**File created:** 10/17/2018      **In control:** Bay Area Toll Authority Oversight Committee

**On agenda:** 11/14/2018      **Final action:**

**Title:** Contract Amendment - Richmond-San Rafael Bridge Access Improvement Project - Utility Relocation:  
East Bay Municipal Utility District (\$300,800)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [4c\\_ContractAmend\\_EBMUD.pdf](#)

Date	Ver.	Action By	Action	Result
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### Subject:

Contract Amendment - Richmond-San Rafael Bridge Access Improvement Project - Utility Relocation:  
East Bay Municipal Utility District (\$300,800)

### Presenter:

Chris Lillie

### 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](http://www.mtc.ca.gov)

## *Memorandum*

TO: BATA Oversight Committee

DATE: November 7, 2018

FR: Executive Director

W. I. 1251

RE: Contract Amendment – Richmond-San Rafael Bridge Access Improvement Project – Utility Relocation: East Bay Municipal Utility District (\$300,800)

This memorandum requests Committee approval of a contract amendment with East Bay Municipal Utility District (EBMUD) for utility relocations in support of the Richmond-San Rafael (RSR) Bridge Access Improvement Project in an amount not to exceed \$300,800.

### **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 bicycle/pedestrian path excavation and construction along the Stenmark Drive off-ramp and along westbound I-580 have exposed that the bike path alignment does not provide adequate cover over the existing 16-inch waterline owned by EBMUD. That line provides fresh water to the Point Molate area of Richmond. Leaving the waterline in place would substantially increase the risk of damage to the pipeline that could interrupt EBMUD's ability to provide water to its customers in this area.

In July 2016 and October 2017 this Committee approved a contract and subsequent amendment with EBMUD in a cumulative amount not to exceed \$601,000 to relocate the waterline. This work will provide for the relocation of an additional 450 feet of that waterline and completion of a temporary line to be used during construction of the permanent waterline. The cost has been reviewed and concurred with by staff. The work only includes relocations that are needed for the project. Costs for additional pipeline segments that may be replaced by EBMUD to maintain consistency with adjacent facilities are not included and are the responsibility of EBMUD.

### **Recommendation**

Staff recommends that this Committee authorize the Executive Director or his designated representative to negotiate and enter into a contract amendment with EBMUD to relocate an additional 450 feet of its 16-inch waterline for an amount not to exceed \$300,800.

  
\_\_\_\_\_  
Steve Heminger

SH:cl

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## REQUEST FOR COMMITTEE APPROVAL

### Summary of Contract Amendment

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 additional 450 feet of existing EBMUD waterline adjacent to the westbound I-580 Stenmark Drive off-ramp. The waterline is in conflict with a segment of the bicycle/pedestrian path currently under construction.
Brief Scope of Work:	This work will provide for the relocation of an additional 450 feet of EBMUD waterline and the construction of a temporary waterline for use during the completion of the permanent line.
Project Cost Not to Exceed:	This amendment – \$300,800 Current contract amount before this amendment – \$601,000 Total contract amount – \$901,800
Funding Source:	Toll Bridge Rehabilitation Program funds
Fiscal Impact:	Funds are included in the FY 2018-19 Toll 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 EBMUD to complete a water line relocation as described above and in the Executive Director's memorandum dated November 7, 2018, and the Chief Financial Officer is directed to set aside funds in the amount of \$300,800 for such contract amendment.
BATA Oversight Committee:	<hr/> Amy Rein Worth
Approval Date:	November 14, 2018



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

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<b>File #:</b>	18-0395	<b>Version:</b>	1	<b>Name:</b>	
<b>Type:</b>	Contract	<b>Status:</b>		Committee Approval	
<b>File created:</b>	5/8/2018	<b>In control:</b>		Bay Area Toll Authority Oversight Committee	
<b>On agenda:</b>	11/14/2018	<b>Final action:</b>			
<b>Title:</b>	Contract Change Order - FasTrak® Regional Customer Service Center: 2.5 Year Contract Extension: Conduent State and Local Solutions, Inc. (\$67,800,000)				

A request for approval of a contract change order with Conduent State and Local Solutions, Inc. to exercise an option to extend the contract to operate the FasTrak® Regional Customer Service Center for two and a half years. This will provide staff enough time to conduct the next competitive procurement for the FasTrak® program.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [5a\\_FasTrak\\_CSC 2.5-Year Extension\\_Conduent\\_ContractChangeOrder.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

Contract Change Order - FasTrak® Regional Customer Service Center: 2.5 Year Contract Extension: Conduent State and Local Solutions, Inc. (\$67,800,000)

A request for approval of a contract change order with Conduent State and Local Solutions, Inc. to exercise an option to extend the contract to operate the FasTrak® Regional Customer Service Center for two and a half years. This will provide staff enough time to conduct the next competitive procurement for the FasTrak® program.

**Presenter:**

Andrew Fremier

**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](http://www.mtc.ca.gov)

## *Memorandum*

TO: BATA Oversight Committee

DATE: November 7, 2018

FR: Deputy, Executive Director

W. I. 1253

RE: Contract Change Order – FasTrak® Regional Customer Service Center: 2.5 Year Contract Extension: Conduent State and Local Solutions, Inc. (\$67,800,000)

This item would authorize a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to exercise the option to extend the contract to operate the FasTrak® Regional Customer Service Center (CSC) for two and a half years in an amount not to exceed \$67,800,000, subject to the approval of future BATA budgets. This extension will provide staff enough time to conduct the next competitive procurement for the FasTrak® program.

### **Background**

Based on a competitive selection, BATA entered into a contract with Conduent (formerly, Xerox State and Local Solutions, Inc.) on March 27, 2013 for management and operation of the FasTrak® CSC. Under the contract, Conduent provides the FasTrak® account management system, transaction processing, call center operations, web services, payment processing, customer communications, violation image review and violation noticing. The CSC currently manages 2.5 million accounts and annually handles three million calls, processes 115 million transactions, and mails 18 million statements and other correspondence. Conduent is under contract to operate the CSC until September 28, 2019. The contract includes up to 10 years of annual extensions to be exercised at BATA's option. During the extension periods, the contract unit prices per transaction type and per notice sent are escalated annually according to the California Consumer Price Index (CPI) for San Francisco Combined Metropolitan Statistical Area. The current annual budget for the CSC operations is \$25.5 million (approximately \$2.1 million per month). Using the 2017 CPI of 3.4% as an estimate for escalation in the extension years, the estimated cost of the extension is \$67,800,000.

Electronic tolling is fast approaching 80 percent of our business, and Conduent has adapted to All Electronic Tolling on the Golden Gate Bridge and has successfully implemented and operated the new express lanes. Although Conduent has missed some key performance indicators (KPIs) for call answering times, they consistently meet other KPIs, such as for tag issuance, and setting up accounts. In accordance with the contract, penalties are assessed whenever KPIs are not met. Relative to the call answering performance, the tight labor market makes it difficult to fill and retain call answering staff in San Francisco. Conduent is currently focused on day-to-day staffing levels and recruitment efforts to ensure the KPIs for call answering times are met. Conduent also recently brought in new staff at the executive level, which we expect to bring more stability and focus to the project.

Staff recommends exercising the extension described above to allow time to evaluate future options for CSC operations, including planning, procuring, developing and seamlessly migrating to a new CSC system. Staff has begun the planning process and is evaluating different contract options for the future, including splitting the current single CSC contract into an operating contract and system delivery contract. Splitting the contract could potentially yield improved customer service, a larger vendor pool who could bring more expertise and focus to their service areas, and create more transparency. We are also investigating whether there are commercially available solutions that could deliver a portion of the system functions. Under agenda item 5b, staff is requesting authority for a contract amendment for technical assistance to help develop the appropriate procurement vehicle.

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

**Recommendation**

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$67,800,000 to extend the contract by two and a half years to March 28, 2022, subject to the approval of future BATA budgets.

  
\_\_\_\_\_  
Steve Heminger

SH:bz

Attachment

**Attachment A**  
**Small Business and Disadvantaged Business Enterprise Status**

			DBE* Firm			SBE** Firm		
			Yes	DBE #	No	Yes	SBE #	No
Prime Contractor Subcontractor	Firm Name	Role on Project						
	Conduent	System Development and Operations			X			X
	Atos	Network Management			X			X

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

\*\*Denotes certification by the State of California.

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Change Order

Work Item No.:	1252
Vendor:	Conduent State and Local Solution, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Extend contract 2.5 years
Brief Scope of Work:	Provide call answering, account management, etc.
Project Cost Not to Exceed:	This Change Order: \$67,800,000 Current contract amount before this Change Order: \$131,543,347 Maximum contract amount after this Change Order: \$199,343,347
Funding Source:	Toll Bridge Program Operating Funds
Fiscal Impact:	Funds are subject to the approval of FY 2019-20, FY 2020-21 and FY 2021-22 Toll Bridge Program Operating Budgets
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract change order with Conduent for services as described above and in the Executive Director's Memorandum dated November 7, 2018, and the Chief Financial Officer is directed to set aside funds in the amount of \$67,800,000 for such contract change order, subject to the approval of future BATA Budgets.
BATA Oversight Committee:	<hr/> Amy Worth, Chair
Approved:	November 14, 2018



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

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**File #:** 18-0894      **Version:** 1      **Name:**  
**Type:** Contract      **Status:** Committee Approval  
**File created:** 10/10/2018      **In control:** Bay Area Toll Authority Oversight Committee  
**On agenda:** 11/14/2018      **Final action:**  
**Title:** Contract Amendment - On-Call Consultant Services - Technical Assistance for FasTrak® Customer Service Center Procurement: HNTB Corporation (\$855,000)

A request for approval of a contract amendment with HNTB Corporation to provide support for procurement of the next FasTrak® Customer Service Center and as-needed technical assistance for the current operation.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [5b\\_FasTrakSupportContract.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

Contract Amendment - On-Call Consultant Services - Technical Assistance for FasTrak® Customer Service Center Procurement: HNTB Corporation (\$855,000)

*A request for approval of a contract amendment with HNTB Corporation to provide support for procurement of the next FasTrak® Customer Service Center and as-needed technical assistance for the current operation.*

**Presenter:**

Andrew Fremier

**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](http://www.mtc.ca.gov)

## ***Memorandum***

TO: BATA Oversight Committee

DATE: November 7, 2018

FR: Executive Director

W. I. 1253

RE: Contract Amendment – On-Call Consultant Services – Technical Assistance for FasTrak® Customer Service Center Procurement: HNTB Corporation (\$855,000)

This item would authorize the Executive Director or his designee to negotiate and enter into a contract amendment with HNTB Corporation (HNTB) for on-call consultant services to provide technical assistance to support the FasTrak® Customer Service Center (CSC) in an amount not to exceed \$855,000 through December 31, 2019.

### **Background**

The FasTrak® CSC is operated by Conduent State & Local Solutions, Inc. (Conduent) through September 2019 with an extension through March 2022 if approved by this Committee under a separate item. Conduent provides both the CSC system and the operating staff. The CSC contract manages customer accounts, and provides call answering, web services, payment and transaction processing and violation notice processing. BATA staff is beginning the planning process for a re-procurement of the CSC system and services. HNTB to date has conducted research about procurements at other agencies, investigated toll industry trends for project delivery, and conducted outreach to vendors. Based on this information, BATA plans to proceed with developing one or more Requests for Proposals (RFPs) for the next CSC contract, including consideration of splitting the contract into separate system integrator and system operator contracts.

HNTB's work under this amendment will be to conduct workshops with agency staff to further refine requirements, develop RFP documents, and support the procurement and evaluation effort. If we proceed with splitting the contract, development of the RFPs will also entail developing the two scopes that are currently encompassed in a single scope and ensuring that there are no gaps, that vendor touch points are specified, and allocation of responsibility is defined. HNTB will also determine the most advantageous procurement schedule, considering whether to procure the vendors sequentially or concurrently. We anticipate it will take six months to develop the RFP(s) and approximately one year to award the contract(s), plus another year to 18 months to deploy a new system. HNTB's cost is \$755,000 for the procurement development and \$100,000 for as needed technical assistance for the current operation.



Once vendor(s) are selected, we anticipate HNTB would also assist with contractor oversight under a later amendment for such work as reviewing deliverables, overseeing pre-operational system testing, assessing cost and schedule risk, assisting with any change order negotiations, coordinating between vendors, if applicable, and conducting performance reviews during the initial startup until contractor achieves system acceptance.

In May 2016, after a competitive procurement, the Operations Committee approved a bench of consultants through the Request for Qualifications (RFQ) for On-Call Consultant Assistance for Electronic Payment Implementation and Operations. The consultants on this bench are available to support the Clipper® fare card program and the FasTrak® tolling programs through June 30, 2019 with options to extend for up to an additional two-year term. HNTB's original contract was approved by this Committee in September 2017 based on a competitive selection from the bench of consultants. The original procurement included the cost estimate for performing the procurement support.

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

**Recommendation**

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with HNTB to perform on-call consultant technical assistance to support the FasTrak® CSC in an amount not to exceed \$855,000 for a period ending December 31, 2019.



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Steve Heminger

SH:bz

REQUEST FOR COMMITTEE APPROVAL  
Summary of Proposed Contract Amendment

Work Item No.:	1253
Vendor:	HNTB Corporation (Oakland, California)
Work Project Title:	On-Call Consultant Technical Assistance for the FasTrak <sup>®</sup> Customer Service Center contract
Purpose of Project:	To provide technical assistance to support the oversight of the FasTrak <sup>®</sup> CSC contract and procurement development.
Brief Scope of Work:	Consultant shall provide technical assistance to support the procurement development and oversight of the FasTrak <sup>®</sup> CSC contract.
Project Cost Not to Exceed:	This Amendment: \$855,000 Current contract amount before this Amendment: \$626,000 Maximum contract amount after this Amendment: \$1,481,000
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	Funds are included in the Toll Bridge Rehabilitation Program Budget for FY 2018-19
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with HNTB to perform services as described above and in the Executive Director's memorandum dated November 7, 2018; and that the Chief Financial Officer is directed to set aside funds in the amount of \$855,000 for such contract amendment.
BATA Oversight Committee:	<hr/> Amy Rein Worth, Chair
Approved:	Date: November 14, 2018



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

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**File #:** 18-0776      **Version:** 1      **Name:**  
**Type:** Report      **Status:** Informational  
**File created:** 9/7/2018      **In control:** Bay Area Toll Authority Oversight Committee  
**On agenda:** 11/14/2018      **Final action:**  
**Title:** Options for Implementing All-Electronic Tolling on State-Owned Bridges

A report on the findings of research and analysis on whether BATA should remove manual toll collection from any or all of the seven state-owned bridges.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [6a\\_AET\\_Options.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

Options for Implementing All-Electronic Tolling on State-Owned Bridges

*A report on the findings of research and analysis on whether BATA should remove manual toll collection from any or all of the seven state-owned bridges.*

**Presenter:**

Andrew Fremier

**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](http://www.mtc.ca.gov)

## ***Memorandum***

TO: BATA Oversight Committee

DATE: November 7, 2018

FR: Executive Director

W. I. 1252

RE: Options for Implementing All-Electronic Tolling on State-Owned Bridges

The Bay Area Toll Authority along with Caltrans, operates a mix of cash and electronic toll collection lanes at the seven state-owned toll bridges in the Bay Area. This memorandum describes research conducted by BATA staff about the feasibility of All-Electronic Tolling (AET) to improve tolling operations, and sets forth staff's view on the next steps which could be taken toward conversion of any or all of the seven state-owned bridges.

### **Background**

In 2015, BATA contracted with Jacobs Engineering Group (Jacobs) to identify whether AET could be expanded to the seven state-owned toll bridges to achieve regional consistency and improve safety and efficiency at the point of toll collection. The extent of their scope of work consisted of: (1) performing a detailed financial analysis to assess future revenue collection within an AET environment; (2) conducting a traffic study to forecast future travel times and emission savings; (3) developing customer service strategies; and (4) analyzing the Golden Gate Bridge, Highway and Transportation District (GGB) AET conversion. Observations and lessons learned from the March 2013 GGB AET implementation include:

- Impacts on staffing, payment processing, mailing, call center performance and customer satisfaction at the Regional Customer Service Center (RCSC) were significant;
- Toll collector downsizing consisted of retirements, transfers and educational assistance;
- Traffic volume and revenue was unchanged, with an increase in toll tag usage; and
- Conversion of toll plaza operations resulted in higher speeds through the toll plaza.

### **Benefits and Challenges**

The primary benefits deployers of AET nationwide have achieved include:

- Increased driver and collector safety by reducing accidents and eliminating robberies;
- Decreased vehicle delay by increasing vehicle throughput and relieving the need to merge;
- Reduced emissions because less vehicles will be stationary with engines running; and
- Expanded flexibility to manage congestion if toll booths are removed, such as the future ability to institute bi-directional tolling.

The primary challenges BATA would encounter when implementing AET include:

- Human Resources at Caltrans must diligently complete the labor re-allocation process to provide toll collectors new skills training and placement into alternate positions.
- The RCSC will require numerous upgrades to its systems, including: changes to business rules and payment processing systems, and hiring more customer service representatives.

- The RCSC will substantially increase its workload with many former cash payers becoming invoice paying customers, thereby causing collection costs to also increase.
- A shift in customer behavior is necessary, and significant resources will need to be dedicated to public outreach, to encourage former cash payers to convert to FasTrak® users.

### **Implementation Considerations**

AET can be implemented leaving toll booths intact, or booths can be removed and new gantries installed over the freeway instead (i.e. Open Road Tolling (ORT), which we have now at a portion of the Benicia plaza). ORT requires the procurement of a new tolling system and reducing the number of toll lanes by half (although not negatively impacting total vehicle throughput). ORT requires an initial capital investment of \$32 million more than AET, but results in about \$5 million annual savings in operating costs. Descriptions of the options are shown in the table below, with more detailed information within Attachment A.

Option	Description	1 <sup>st</sup> Conversion	Capital Cost	FY 24-25 Operating Cost
AET	<ul style="list-style-type: none"><li>• Stop manual tolling</li><li>• Retain toll booths</li></ul>	Spring 2021	\$23 million	\$76 - \$80 million
AET/ORT	<ul style="list-style-type: none"><li>• Stop manual tolling</li><li>• Remove booths/canopies, install gantries</li></ul>	Summer 2022	\$55 million	\$71 to \$75 million
No change	<ul style="list-style-type: none"><li>• Continue manual tolling</li></ul>	N/A	N/A	\$82 million

Both options result in more efficient tolling, increased safety, decreased vehicle delay, and lower vehicle emissions. Changing tolling operations to AET or ORT would result in the following benefits at the seven State-owned toll bridges:

- Elimination of toll collector robberies, which primarily occur at the Carquinez Bridge;
- Reduced vehicle delay (3-7 minutes) within the peak period at the Dumbarton, Richmond-San Rafael, San Francisco-Oakland Bay Bridge and San Mateo-Hayward Bridge corridors;
- Fewer vehicle accidents due to reduced need for vehicle weaving and merging, especially under the ORT option;
- Reduced peak period vehicle emissions (approximately 8% lower); and
- Removing toll booths/plazas allows for greater flexibility to manage congestion by enabling smart metering lights, congestion pricing, and other congestion management projects.

### **Next Steps**

Staff believes the AET/ORT option achieves the highest level of safety and reduction in vehicle delay. The financial case for converting to AET is less compelling, and could be close to a “wash”. A successful conversion will require supporting the transition of affected Caltrans employees, planning for increased workload at the RCSC, and investing substantial capital funds and staff resources toward project development. We look forward to your discussion and direction at the meeting next week.



Steve Heminger

SH:jg  
Attachment

## Attachment A

### Detailed Information of Options 1-3

This attachment describes each of the options in more detail to clarify how infrastructure and tolling equipment would be impacted, along with the breakdown of capital and operating costs. All costs shown below are estimates.

#### **Option #1 – All Electronic Tolling**

**Description:** Manual toll collection stopped with few changes to roadway equipment or infrastructure.

**Toll Plaza Infrastructure:** Toll plaza canopies and booths remain in place. Additional electronic and fixed signage needed to inform drivers about upcoming tolling point.

**Toll System Modifications:** In-lane equipment remain unchanged within 71 lanes. Server room equipment, including servers and lane controllers, upgraded due to reaching end of life.

**Travel Time Improvements:** Traffic eliminated at three eastern bridges, while the four western bridges see varying reductions in delay.

**Schedule:** First plaza, potentially the Carquinez Bridge plaza, could be completed as early as Spring 2021.

Cost Centers	Civil Cost	Cost Centers	FY 24-25 Operating Cost
Collector Training	\$1.5M	Caltrans Toll Staff	\$0
Consultant Support	\$3.5M	RCSC	\$35.5M to \$39.5M
Public Relations	\$5.0M	Credit Card Fees	\$14.7M
Civil	\$2.0M	Tag Purchases	\$15.6M
RCSC	\$2.5M	Tolling System	\$5.1M
Tolling System	\$6.0M	Toll Facilities	\$5.0M
Contingency	\$2.5M		
<b>Total Capital Costs</b>	<b>\$23M</b>	<b>Yearly Operating Costs</b>	<b>\$76M to \$80M</b>

#### **Option #2 – Open Road Tolling**

**Description:** Manual toll collection stopped with major roadway infrastructure changes to remove obstacles which may be struck by vehicles, making this the safest option of the three.

**Toll Plaza Infrastructure:** All toll booths and at least four toll canopies are demolished and replaced with overhead gantries. Electronic and fixed signage need to be purchased and installed.

**Toll System Modifications:** New tolling system procured and installed on newly constructed gantries or existing canopies. Reduction in total number of lanes from 71 to approximately 40.

**Travel Time Improvements:** Marginal improvement compared with AET.

**Schedule:** First plaza, potentially the Carquinez Bridge plaza, could be completed by Summer 2022.

Cost Centers	Civil Cost	Cost Centers	FY 24-25 Operating Cost
Collector Training	\$1.5M	Caltrans Toll Staff	\$0
Consultant Support	\$4.0M	RCSC	\$35.5M to \$39.5M
Public Relations	\$5.0M	Credit Card Fees	\$14.7M
Civil	\$21.0M	Tag Purchases	\$15.6M
RCSC	\$2.5M	Tolling System	\$2.8M
Tolling System	\$14.0M	Toll Facilities	\$2.5M
Contingency	\$6.5M		
<b>Total Capital Costs</b>	<b>\$55M</b>	<b>Yearly Operating Costs</b>	<b>\$71M to \$75M</b>

**Option #3 – No Change**

**Description:** Tolling Operations remains unchanged, with tolls collected manually and electronically.

**Toll Plaza Infrastructure:** No change.

**Toll System Modifications:** No change. Server room equipment upgraded, separate from AET.

**Travel Time Improvements:** If traffic volume continues to increase, travel times will also increase.

**Schedule:** None

Cost Centers	Civil Cost	Cost Centers	FY 24-25 Operating Cost
Collector Training	\$0	Caltrans Toll Staff	\$28.2M
Consultant Support	\$0	RCSC	\$21.0M
Public Relations	\$0	Credit Card Fees	\$11.5M
Civil	\$0	Tag Purchases	\$12.0M
RCSC	\$0	Tolling System	\$5.1M
Tolling System	\$0	Toll Facilities	\$4.0M
<b>Total Capital Costs</b>	<b>\$0</b>	<b>Yearly Operating Costs</b>	<b>\$82M</b>



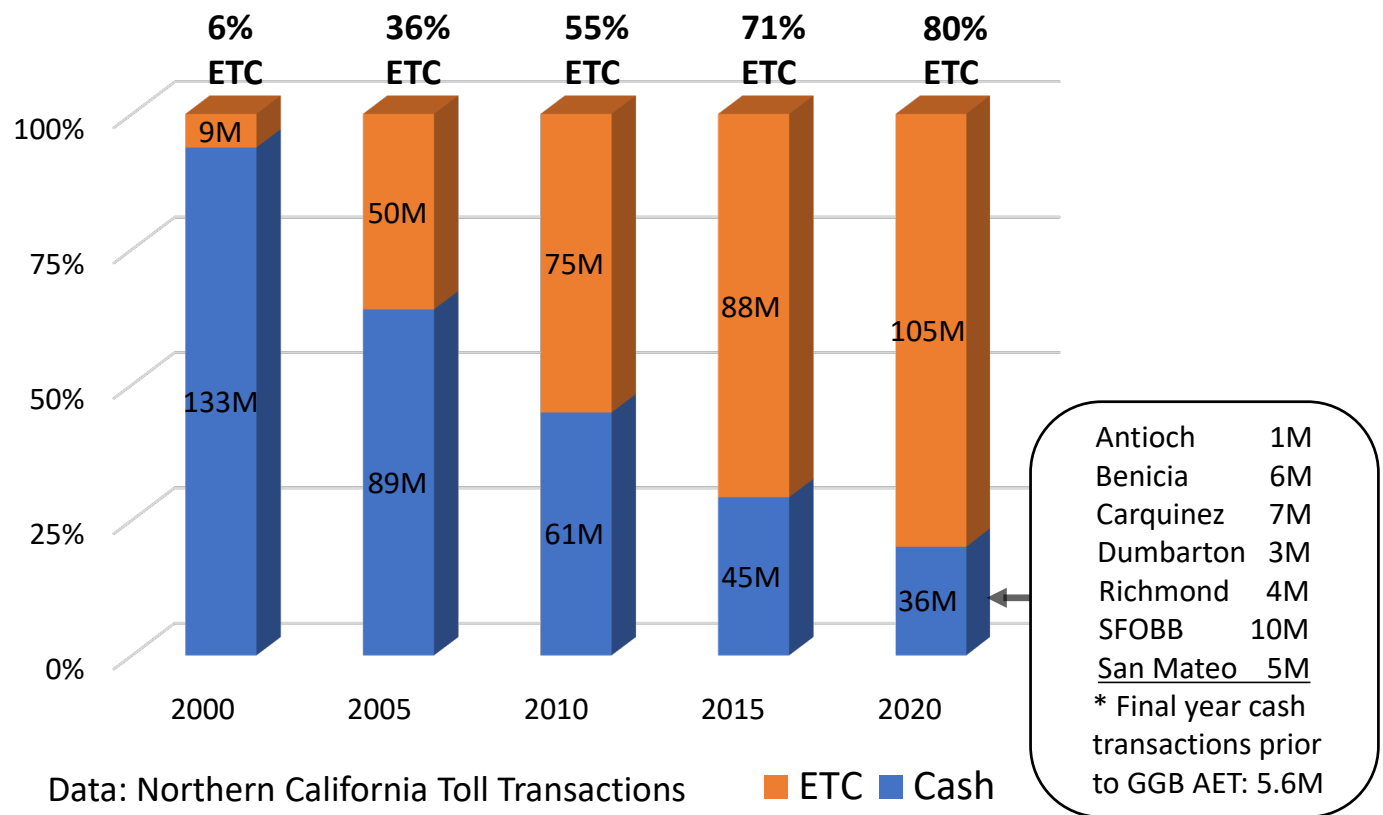


# ALL-ELECTRONIC TOLLING

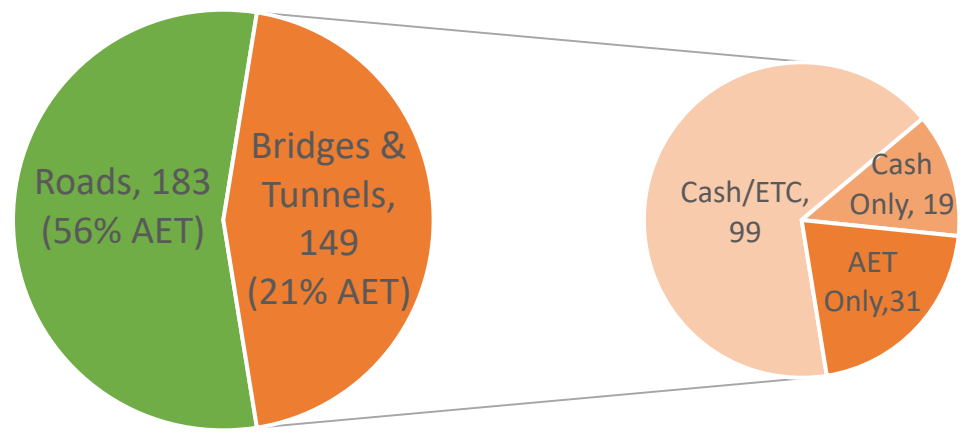


# Regional and National Trends

## Regional Decrease in Cash Collection



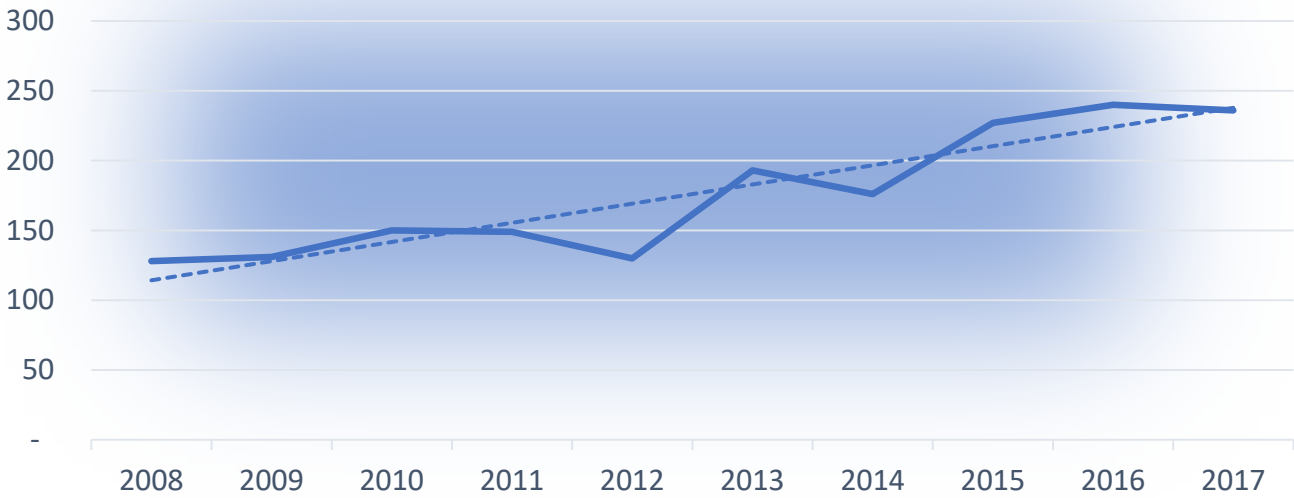
## United States Tolling Facilities



# Benefit: Improved Safety

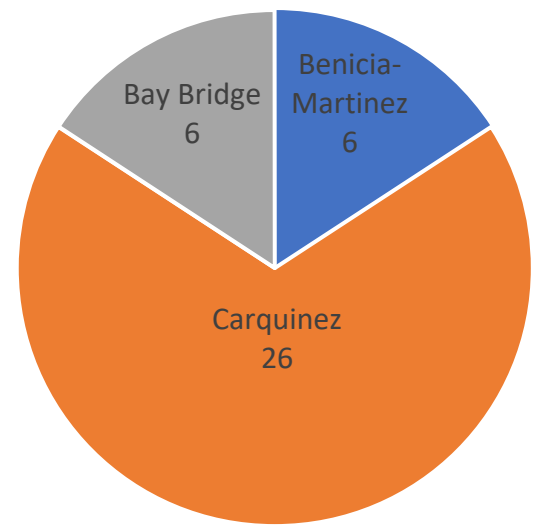
## Toll Plaza Accidents

Source: California Highway Patrol

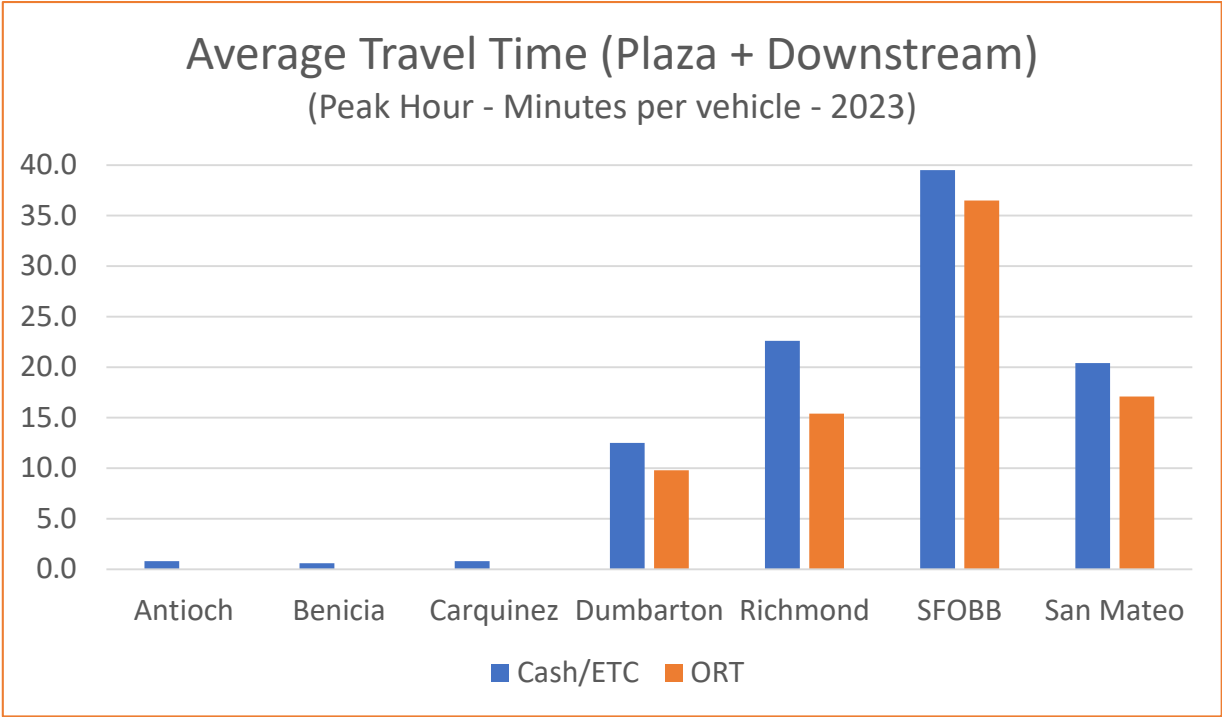


## Toll Plaza Robberies

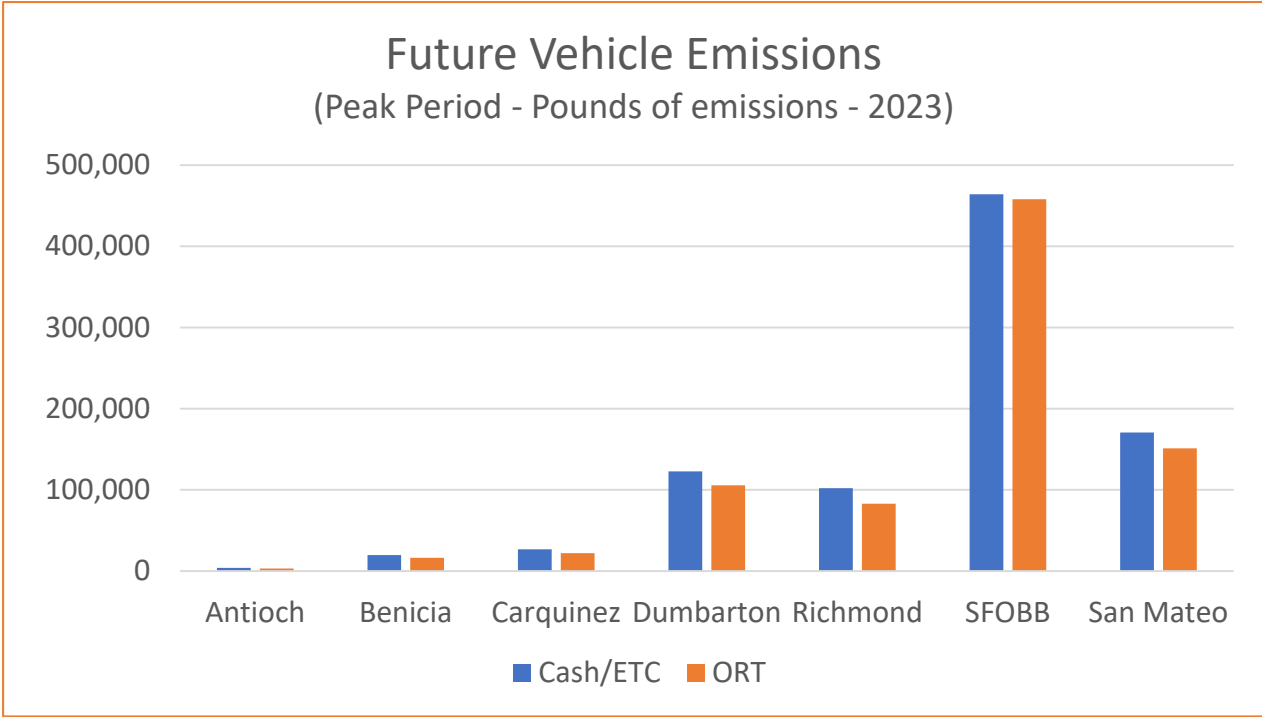
(2005-2017)



# Benefit: Reduction in Vehicle Delay / Emissions



Peak Period Travel  
Time Savings (2023)  
ORT: -13.5k hours, \$48M



Peak Period Emissions  
Reduction (2023)  
ORT: -154k pounds, -7.8%

# Benefit: Congestion Management



## AET Enables:

- Bay Bridge, Richmond & Dumbarton Forward
- Smart Metering Lights
- Congestion Pricing
- Bi-directional Tolling

# Challenge: Downsize Caltrans Toll Collections

- Caltrans Headquarters would lead the effort
- Toll staff receive priority applying for new positions
- Opportunity to transfer within Caltrans
- Limited-term staffing utilized in future hiring

*Caltrans does not provide funding for external training opportunities; however, there may be an opportunity for MTC to assist*



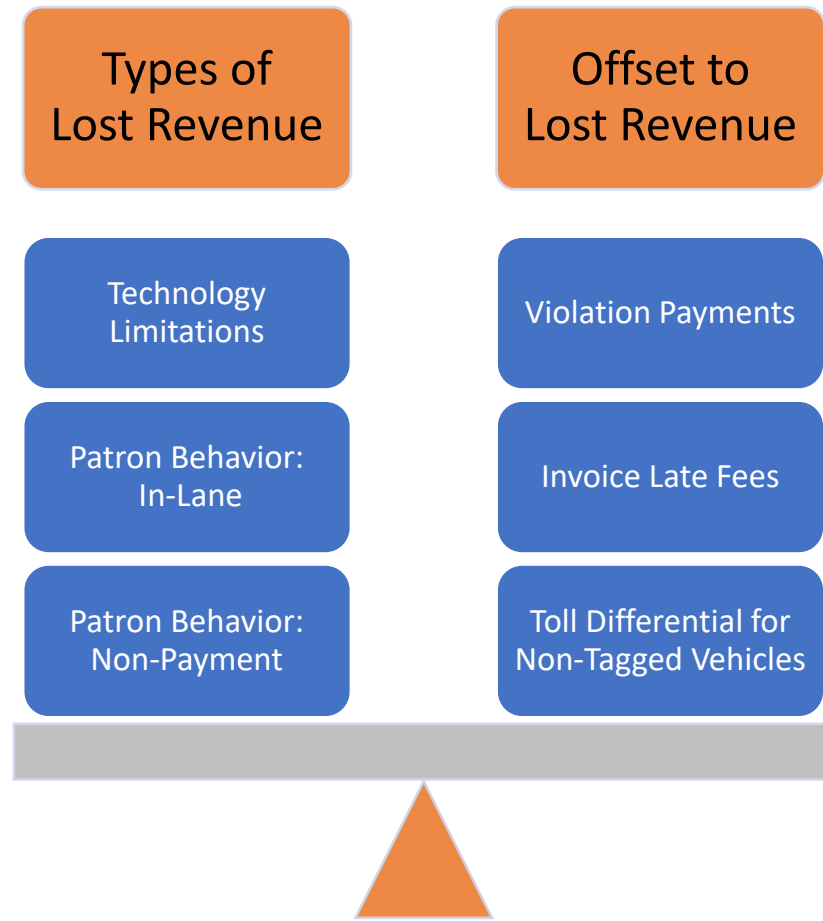
# Challenge: Regional Customer Service Center Growth

- Staffing
- Toll Tags
- Image Review
- Mail

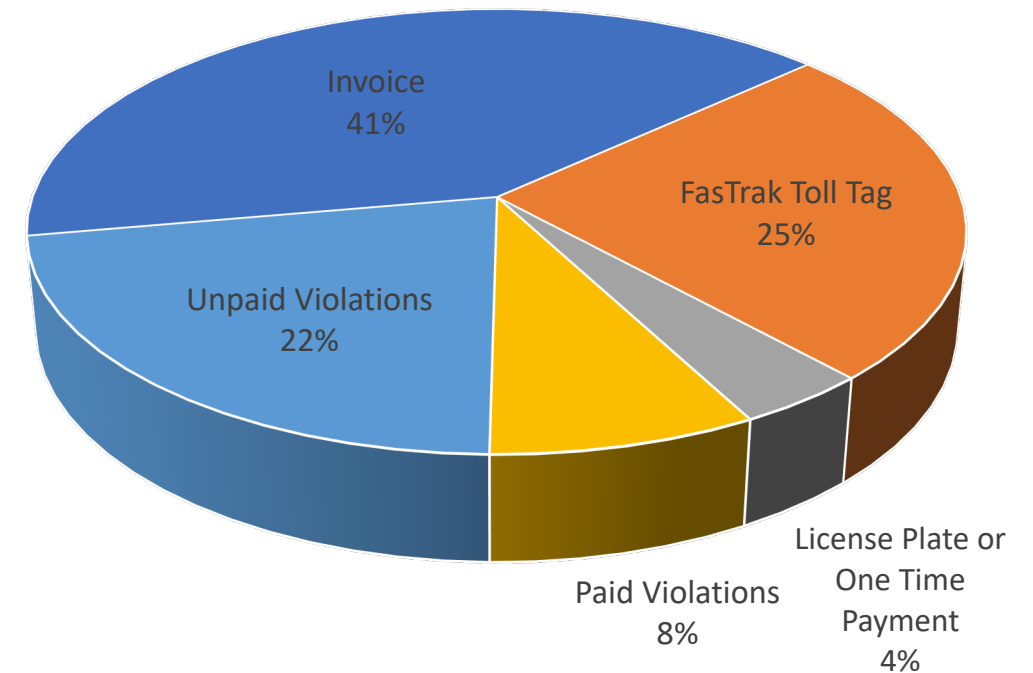
## Estimated FY 24-25 RCSC related expenses

Cost Center	AET	Status Quo	Change	% Change
RCSC	\$39.5M	\$21.0M	+ \$18.5M	+ 88%
Credit Card Fees	\$14.7M	\$11.5M	+ \$3.2M	+ 28%
Tag Purchases	\$15.6M	\$12.0M	+ \$3.6M	+ 30%
Manual Toll Collection	\$0	\$28.2M	- \$28.2M	- 100%
<b>Total</b>	<b>\$69.8M</b>	<b>\$72.7M</b>	<b>- \$2.9M</b>	<b>- 4%</b>

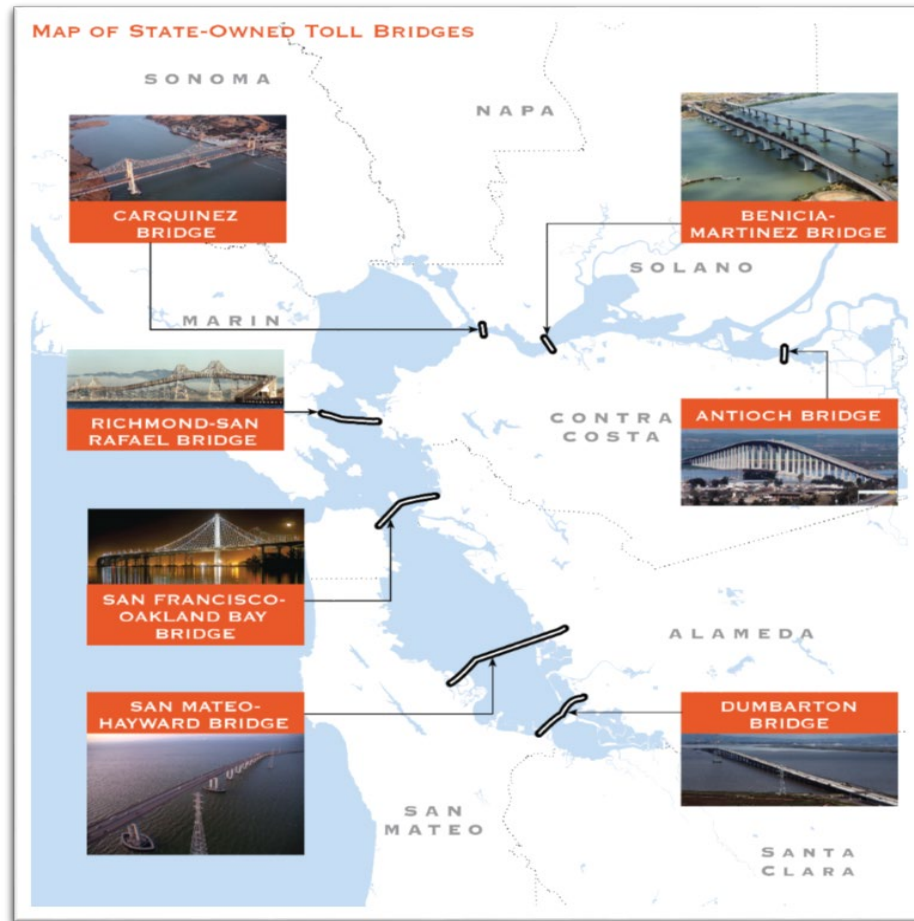
# Challenge: Minimizing Toll Revenue Loss



Expected AET Payments by Former Cash Customers



# Implementation



Toll System

Civil

Labor Reallocation

Customer Service Center

Payment Interfaces

Communication



# Implementation Options

Option	AET	ORT	No Change
Date of Earliest Plaza Conversion	Spring 2021	Summer 2022	N/A
Capital Cost	\$23M	\$55M	\$0
Operating Cost (FY 24-25)	\$80M	\$75M	\$82M

- **RCSC**
- **Credit Card Fees**
- **Tag Purchases**
- **Toll System**
- **Toll Facilities**
- **Caltrans Toll Staff**

