



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 Libby Schaaf, Vice Chair

*Jeannie Bruins, Carol Dutra-Vernaci, Federal D. Glover,
Nick Josefowitz, Gina Papan, Hillary Ronen,
Non-Voting Member: Tony Tavares*

Wednesday, May 13, 2020

9:35 AM

Board Room - 1st Floor (REMOTE)

The Bay Area Toll Authority Oversight Committee is scheduled to meet on Wednesday, May 13, 2020 at 9:35 a.m. or immediately following the 9:05 a.m. Budget Study Session, in the Bay Area Metro Center (Remotely). In light of Governor Newsom's State of Emergency declaration regarding the COVID-19 outbreak and in accordance with Executive Order N-29-20 issued by Governor Newsom on March 17, 2020 and the Guidance for Gatherings issued by the California Department of Public Health, the meeting will be conducted via webcast, teleconference, and Zoom for committee, commission, or board members who will participate in the meeting from individual remote locations.

A Zoom panelist link for meeting participants will be sent separately to committee, commission, or board members.

The meeting webcast will be available at
<https://mtc.ca.gov/whats-happening/meetings/live-webcasts>.

Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Attendee Link: <https://bayareametro.zoom.us/j/92472864447>
Join by Telephone: 888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID: 924 7286 4447

Detailed instructions on participating via Zoom are available at:
<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

1. Call to Order / Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular non-ex-officio voting members (5).

2. Consent Calendar

- 2a. [20-0412](#) Minutes of the March 11, 2020 meeting
Action: Committee Approval
Attachments: [2a 20-0412 3-11-2020 BATA_O_Draft_Minutes.pdf](#)
- 2b. [20-0270](#) Funding Agreement Amendment - Operations and Maintenance at the San Francisco-Oakland Bay Bridge Observation Platform and Parking Lot: East Bay Regional Park District (\$1,560,000) (5- year term)
Action: Committee Approval
Presenter: Peter Lee
Attachments: [2b 20-0270 EBRPD Funding Amendment - Pier Premises.pdf](#)
- 2c. [20-0429](#) Agreement - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project - Bicycle Pedestrian Trail - Freeway Maintenance Agreement: Caltrans
Action: Committee Approval
Presenter: Chris Lillie
Attachments: [2c 20-0429 Agreeemnt Caltrans RSR-BridgeTrail.pdf](#)
- 2d. [20-0439](#) Contract Change Order - FasTrak® Regional Customer Service Center: I-680 Sunol Express Lane Support: Conduent State and Local Solutions, Inc. (\$3,500,000)
Action: Committee Approval
Presenter: Beth Zelinski
Attachments: [2d 20-0439 FasTrak CSC ACTC 680 Sunol Express Lane Support.pdf](#)
- 2e. [20-0600](#) Contract Amendment - FasTrak® Communications Services: Caribou Public Relations, Inc. (\$1,200,000)
Action: Committee Approval
Presenter: Lysa Hale
Attachments: [2e 20-0600 Contract - FasTrak Communications Services.pdf](#)

3. Approval

- 3a. [20-0743](#) Contract Change Order - FasTrak® Regional Customer Service Center: Increase Payments Processing Capabilities: Conduent State and Local Solutions, Inc. (\$500,000)
- A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to begin modifying the automated systems at the Customer Service Center (CSC) to accommodate the increased volume of check payments the CSC is receiving because cash toll collection is suspended.
- Action:** Committee Approval
- Presenter:** Andrew Fremier
- Attachments:** [3a 20-0743 FasTrak CSC ContractChangeOrder Conduent.pdf](#)

4. Information

- 4a. [20-0559](#) Bay Bridge Forward: Funding Update
- A report on the development of a funding plan for Bay Bridge Forward.
- Action:** Information
- Presenter:** Andrew Fremier
- Attachments:** [4a 20-0559 BayBridgeForward FundingPlan.pdf](#)

5. Public Comment / Other Business

6. Adjournment / Next Meeting:

The next meeting of the Administration Committee is scheduled to be held on June 10, 2020 at 9:35 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) for public review for at least one year.

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

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

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

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

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

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



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 20-0412 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 2/27/2020 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 4/8/2020 **Final action:**
Title: Minutes of the March 11, 2020 meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a 20-0412 3-11-2020_BATA_O_Draft_Minutes.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the March 11, 2020 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 Libby Schaaf, Vice Chair

***Jeannie Bruins, Carol Dutra-Vernaci, Federal D. Glover,
Nick Josefowitz, Gina Papan, Hillary Ronen,
Non-Voting Member: Tony Tavares***

Wednesday, March 11, 2020

9:30 AM

Board Room - 1st Floor

Call Meeting to Order

1. Roll Call / Confirm Quorum

Present: 7 - Commissioner Bruins, Commissioner Dutra-Vernaci, Commissioner Glover,
Commissioner Josefowitz, Commissioner Papan, Commissioner Ronen, and Chair
Worth

Absent: 1 - Commissioner Schaaf

Non-Voting Member Present: Commissioner Tavares

Ex Officio Voting Members Present: Commission Chair Haggerty and Commission Vice Chair Pedroza

Ad Hoc Non-Voting Members Present: Commissioner Giacomini and Commissioner Spering

2. Pledge of Allegiance

3. Compensation Announcement (Committee Clerk)

7. Public Comment / Other Business

**Upon the motion by Commissioner Bruins and the second by Commissioner
Dutra-Vernaci, Public Comment, was heard before the Consent Calendar. The
motion carried unanimously by the following vote:**

Aye: 7 - Commissioner Bruins, Commissioner Dutra-Vernaci, Commissioner Glover,
Commissioner Josefowitz, Commissioner Papan, Commissioner Ronen and Chair
Worth

Absent: 1 - Commissioner Schaaf

John J. Bauters was called to speak.

Pascal Waldburger was called to speak.

4. Consent Calendar

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

Aye: 7 - Commissioner Bruins, Commissioner Dutra-Vernaci, Commissioner Glover, Commissioner Josefowitz, Commissioner Papan, Commissioner Ronen and Chair Worth

Absent: 1 - Commissioner Schaaf

4a. [20-0260](#) Minutes of the February 12, 2020 meeting

Action: Committee Approval

4b. [20-0271](#) BATA Financial Statements for December 2019

Action: Information

Presenter: Raymond Woo

4c. [20-0273](#) Funding Agreement Amendment - Yerba Buena Island Southgate Road Realignment Project Construction: San Francisco County Transportation Authority (\$6,220,700); and Contract Amendment - On-Call Design Services: HDR Engineering Inc. (\$1,500,000)

Action: Committee Approval

Presenter: Peter Lee

5. Approval

5a. [20-0266](#) BATA Resolution No. 135 - Adoption of the Updated Small Business Enterprise (SBE) Program.

A request for the Authority to approve BATA Resolution No. 135, the updated Bay Area Toll Authority (BATA) Small Business Enterprise (SBE) Program, which updates and combines the SBE Program for Civil Construction and the Pilot SBE Program for Professional Services..

Action: Authority Approval

Presenter: Edward Phillips

Upon the motion by Commissioner Papan and seconded by Commissioner Bruins, the Committee unanimously approved the referral of BATA Resolution No. 135 to the Authority for approval and directed staff to address concerns raised regarding LGBTQ certifications. The motion carried by the following vote:

Aye: 7 - Commissioner Bruins, Commissioner Dutra-Vernaci, Commissioner Glover, Commissioner Josefowitz, Commissioner Papan, Commissioner Ronen and Chair Worth

Absent: 1 - Commissioner Schaaf

- 5b. [20-0275](#) Contracts - Internal Project Auditing and Reporting Services: KPMG LLP and Crowe LLP (\$500,000 annually)

A request to enter into contracts with KPMG LLP and Crowe LLP in a total annual amount not to exceed \$500,000 for a five-year period to establish a bench of audit firms to perform internal project auditing and reporting services for projects related to the Seismic Retrofit Program and BATA bridge rehabilitation and construction projects subject to approval of future BATA budgets.

Action: Committee Approval

Presenter: Brian Mayhew

Upon the motion by Commissioner Bruins and the second by Commissioner Dutra-Vernaci, the Committee unanimously approved the contracts with KPMG LLP and Crowe LLP. The motion carried by the following vote:

Aye: 7 - Commissioner Bruins, Commissioner Dutra-Vernaci, Commissioner Glover, Commissioner Josefowitz, Commissioner Papan, Commissioner Ronen and Chair Worth

Absent: 1 - Commissioner Schaaf

6. Information

- 6a. [20-0354](#) West Span Bay Bridge Bicycle-Pedestrian Path ("Bay Skyway") Update

Staff provided an update on recent activities related to a future bicycle-pedestrian path on the West Span of the San Francisco-Oakland Bay Bridge, recently dubbed the Bay Skyway.

Action: Information

Presenter: Andrew Fremier

Ben Davis of Illuminate The Arts was called to speak.

8. Adjournment / Next Meeting:

The next meeting of the Bay Area Toll Authority Oversight Committee is scheduled to be held on April 8, 2020 at 9:30 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 20-0270 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 1/30/2020 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 5/13/2020 **Final action:**

Title: Funding Agreement Amendment - Operations and Maintenance at the San Francisco-Oakland Bay Bridge Observation Platform and Parking Lot: East Bay Regional Park District (\$1,560,000) (5- year term)

Sponsors:

Indexes:

Code sections:

Attachments: [2b 20-0270 EBRPD Funding Amendment - Pier Premises.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Funding Agreement Amendment - Operations and Maintenance at the San Francisco-Oakland Bay Bridge Observation Platform and Parking Lot: East Bay Regional Park District (\$1,560,000) (5- year term)

Presenter:

Peter Lee

Recommended Action:

Committee Approval

Bay Area Toll Authority Oversight Committee

May 13, 2020

Agenda Item 2b - 20-0270

Funding Agreement Amendment - Operations and Maintenance at the San Francisco-Oakland Bay Bridge Observation Platform and Parking Lot: East Bay Regional Park District (\$1,560,000) (5- year term)

Subject: A request to enter into a funding agreement amendment with the East Bay Regional Park District (EBRPD) for operations and maintenance of the San Francisco-Oakland Bay Bridge Observation Platform and Parking Lot premises (Pier Premises), in an amount not to exceed \$1,560,000 for a five year term commencing in FY 2020-21, subject to the approval of future BATA budgets.

Background: As part of the San Francisco-Oakland Bay Bridge (SFOBB) East Span Seismic Safety Project and in lieu of imploding of additional old bridge piers, the project was permitted to create an observation pier atop the old E-19 to E23 piers of the old east span in Oakland for public access. The new 600' observation pier runs parallel to the new bridge and offers expansive views and access to the bay. While the pier and a nearby public parking lot to the Bay Bridge Trail remains a permit obligation of Caltrans and BATA, our agencies have negotiated with EBRPD to manage the facilities on our behalf as part of their adjacent new Judge John Sutter Regional Shoreline Park.

Subject to operating funding from BATA, EBRPD has agreed to maintain and operate the facilities under lease and operations and maintenance agreements with Caltrans. EBRPD will operate and maintain the facilities as a park and recreation resource for public benefit, as outlined in the Bay Conservation and Development Commission Permit No. 2001.008.45. EBRPD services shall include day-to-day operation and maintenance of the facilities in conjunction with their Judge John Sutter Regional Shoreline Park, including a park ranger and part time public safety officer, platform cleaning, janitorial services, graffiti removal, landscaping and utilities. This cost is estimated at \$300,000 a year for five years with an additional \$60,000 in the first year for specialized pier maintenance equipment.

The BATA operating funds match an additional \$500,000 annually that EBRPD will be providing to operate the pier, parking lot, and adjacent facilities, including security, staffing, supplies and services. Further, EBRPD has contributed over a million dollars in capital funds for additional public amenities, like restrooms, at the Pier Premises.

As part of the park, EBRPD is already operating and maintaining the SFOBB Bridge Yard Building near the toll plaza for public use and as a rest stop along the Bay Bridge Trail with currently budgeted BATA operating funds. The Bridge Yard funding is \$150,000 per year for a five year term commencing in FY 2017-18. BATA staff recommends amending this agreement to include the aforementioned scope and budget to maintain and operate the observation pier and parking lot.

The observation pier and parking lot were constructed and are to be maintained and operated by Caltrans and funded by BATA as a project permit requirement of the San Francisco-Oakland Bay Bridge East Span Replacement Project and Toll Bridge Seismic Retrofit Project in lieu of funding the demolishing old remaining piers in the bay. As noted, BATA and Caltrans have negotiated with the EBRPD to manage the facilities on our behalf as part of their adjacent new Judge John Sutter Regional

Shoreline Park. Ongoing pier operations and maintenance will be funded from the BATA funds, subject to approval of future BATA budgets.




Completed Observation Pier in Oakland

Issues: None

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a funding agreement amendment in an amount not to exceed \$1,560,000 with the EBRPD for a five year term commencing in FY 2020-21, subject to the approval of future BATA budgets for operations and maintenance of the Pier Premises.

Attachments: Request for Committee Approval Sheet – Summary of Proposed Funding Agreement Amendment


Therese W. McMillan

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Funding Agreement Amendment

Work Item No.:	1251
Agency	East Bay Regional Park District Oakland, CA
Work Project Title:	Judge John Sutter Regional Shoreline Park - Operations and maintenance of the San Francisco-Oakland Bay Bridge Observation Platform and Parking Lot premises
Purpose of Project:	Operations and maintenance of the San Francisco-Oakland Bay Bridge Observation Platform and Parking Lot premises for public use and access.
Project Cost Not to Exceed:	This Amendment - \$1,560,000. Current contract amount before this amendment - \$750,000 Maximum contract amount after this amendment - \$2,310,000
Funding Source:	BATA Operating Budget
Fiscal Impact:	Funds in the amount of \$360,000 to be included in the FY 2020-21 BATA Operating Budget, subject to approval; the balance of funding for the remaining years are subject to the approval of future BATA budgets
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a funding agreement amendment in an amount not to exceed \$1,560,000 for a five year term commencing in FY 2020-21 with the East Bay Regional Park District, as described above and in the BATA Oversight Committee Summary Sheet dated May 13, 2020; and that the Chief Financial Officer is directed to set aside funds in the amount of \$1,560,000 for such funding agreement amendment, subject to the approval of future BATA budgets.
BATA Oversight Committee:	<hr/> Amy R. Worth, Chair
Approved:	Date: May 13, 2020



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 20-0429 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 2/27/2020 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 5/13/2020 **Final action:**

Title: Agreement - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project - Bicycle Pedestrian Trail - Freeway Maintenance Agreement: Caltrans

Sponsors:

Indexes:

Code sections:

Attachments: [2c 20-0429 Agreeemnt Caltrans RSR-BridgeTrail.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Agreement - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project - Bicycle Pedestrian Trail - Freeway Maintenance Agreement: Caltrans

Presenter:
Chris Lillie

Recommended Action:
Committee Approval

Bay Area Toll Authority Oversight Committee

May 13, 2020

Agenda Item 2c - 20-0429

Agreement – I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project – Bicycle Pedestrian Trail – Freeway Maintenance Agreement: Caltrans

Subject: This item would authorize an agreement with Caltrans that formalizes BATA's and Caltrans' maintenance and operational responsibilities associated with I-580 Richmond-San Rafael (RSR) Bridge Bicycle-Pedestrian Trail pilot project and the Lindsay Transportation Solutions, LLC (Lindsay) Movable Concrete Barrier System (MCBS) associated with the bridge trail and the trail approaches to the RSR bridge.

Background: The construction of the lower deck peak period use lane (PPUL) and the upper deck bicycle-pedestrian trail on the bridge are now complete. There are a few remaining contract change orders that are being completed on the bridge approaches to improve connectivity to the bridge for bicyclists and pedestrians. This pilot project has reduced traffic congestion on eastbound I-580 by converting the eastbound shoulder to a PPUL, which opened in April 2018. The project also converted the westbound shoulder into a bi-directional bicycle-pedestrian trail that is separated from motor vehicles by the MCBS. The bicycle-pedestrian trail opened in November 2019.

BATA's existing contract with Lindsay already includes the operational and maintenance responsibilities associated with the movable barrier system for the initial four year pilot period. The operational assumptions in the scope of services of the Lindsay contract assume that the barrier will be transferred one night each month (two moves per night, trail closed and trail re-opened.) Lindsay staff may also be available to support Caltrans staff for other barrier system maintenance activities during this regular monthly move as time permits.

During these trail closures Caltrans will sweep the trail area on the bridge, inspect concrete barrier segments, inspect 10-inch high concrete barrier toppers (Lindsay product known as RTS Guard) and will replace damaged barrier elements.

While Caltrans is inspecting the barrier, Lindsay staff will perform monthly maintenance on the Barrier Transfer Machine (BTM) or "Zipper Truck".

This agreement formalizes the operational and maintenance responsibilities outlined for the bicycle-pedestrian trail subsequent to the construction contract acceptance by Caltrans. Funding for these efforts are subject to BATA budget approval as a Caltrans Toll Bridge Maintenance A expense in the annual BATA Toll Bridge Operating Budget.

Recommendation: That the Executive Director or designee be authorized to negotiate and enter into an agreement with Caltrans to perform maintenance services for the Richmond-San Rafael Bridge Access Improvement Project – Bicycle Pedestrian Trail, as described above. Funding for these efforts are included in the FY 2019-20 BATA Operating Budget as a Caltrans Toll Bridge Maintenance A expense item and future budget allocations are subject to the approval of the annual BATA Toll Bridge Operating Budget

Attachments: Request for Committee Approval –Agreement



Therese W. McMillan

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Agreement

Work Item No.:	1251
Vendor:	Caltrans, District 4 Oakland, CA
Work Project Title:	Richmond-San Rafael Bridge Access Improvement Project – Maintenance Agreement
Purpose of Project:	To provide maintenance services for the Richmond-San Rafael Bridge Bicycle Pedestrian Trail.
Brief Scope of Work:	Caltrans shall perform maintenance services for the bicycle-pedestrian trail that resulted from the Richmond-San Rafael Bridge Access Improvement Project.
Funding Source:	BATA Toll Bridge Operating Funds (Maintenance A)
Fiscal Impact:	Funding for this effort is included in the FY 2019-20 BATA Operating Budget as a Caltrans Toll Bridge Maintenance A expense item and future budget allocations are subject to the approval of annual BATA Toll Bridge Operating Budget
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into an agreement with Caltrans to perform maintenance services for the Richmond-San Rafael Bridge Access Improvement Project – Bicycle Pedestrian Trail, as described above and in the BATA Oversight Committee Summary Sheet dated May 13, 2020.
BATA Oversight Committee:	

Amy Rein Worth, Chair

Approval Date:	Date: May 13, 2020
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Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 20-0439 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 2/27/2020 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 5/13/2020 **Final action:**

Title: Contract Change Order - FasTrak® Regional Customer Service Center: I-680 Sunol Express Lane Support: Conduent State and Local Solutions, Inc. (\$3,500,000)

Sponsors:

Indexes:

Code sections:

Attachments: [2d 20-0439 FasTrak CSC ACTC 680 Sunol Express Lane Support.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract Change Order - FasTrak® Regional Customer Service Center: I-680 Sunol Express Lane Support: Conduent State and Local Solutions, Inc. (\$3,500,000)

Presenter:

Beth Zelinski

Recommended Action:

Committee Approval

Bay Area Toll Authority Oversight Committee

May 13, 2020

Agenda Item 2d - 20-0439

Contract Change Order – FasTrak® Regional Customer Service Center: I-680 Sunol Express Lane Support: Conduent State and Local Solutions, Inc. (\$3,500,000)

Subject: A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to modify the Customer Service Center (CSC) system and provide operation services for the I-680 Sunol Express Lanes in Alameda County in an amount not to exceed \$3,500,000, subject to the approval of future BATA budgets.

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® Customer Service Center (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 for bridges and express lanes in the Bay Area.

Alameda County Transportation Commission (ACTC) currently operates the 680 Sunol Express Lane in Alameda County. Under a cooperative agreement with BATA, ACTC's electronic toll transactions are processed by the FasTrak® CSC and revenue remitted to ACTC. ACTC pays BATA for its share of the CSC operating costs. In early 2021, ACTC will open the I-680 Express Lanes in the northbound direction and also begin violation enforcement in both directions. ACTC will charge for toll trips and require all vehicles to use a FasTrak® toll tag. ACTC will also begin charging clean air vehicles at a discounted rate. Vehicles which do not have a toll tag will be issued a toll violation notice based on camera enforcement. The FasTrak® CSC system will be upgraded and tested to support ACTC's expanded operations. In addition, ACTC will pay monthly operations costs to process the forecasted transactions and issue violation notices through the end of the FasTrak® CSC contract term in March 2022. The cost breakdown for these services is shown below. The unit prices for the monthly operating costs will be consistent with what is paid by bridges and other express lanes for these items.

Task	Cost
FasTrak® CSC System Upgrade and Testing	\$ 500,000
Ongoing Monthly Operations Early 2021 to March 2022	\$ 3,000,000
Total	\$ 3,500,000

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

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$3,500,000 to support the I-680 Express Lanes, subject to the approval of future BATA budgets.

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



Therese W. McMillan

Attachment A

Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	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 Solutions, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Support I-680 Sunol Express Lanes
Brief Scope of Work:	Modify the system and provide operations services to support the I-680 Sunol Express Lanes
Project Cost Not to Exceed:	This Change Order: \$3,500,000 Current contract amount before this Change Order: \$214,479,899 Maximum contract amount after this Change Order: \$217,979,899 (this total does not include other May 13, 2020 contract approval actions)
Funding Source:	BATA Toll Bridge Rehabilitation Program and Toll Bridge Program Operating Funds, which shall be reimbursed by the Alameda County Transportation Commission (ACTC) subject to the execution of an amendment to the cooperative agreement between BATA and ACTC.
Fiscal Impact:	\$500,000 of funds are included in the FY 2019-20 Toll Bridge Rehabilitation Program Budget. The balance of \$3,000,000 in funds for operations are subject to the approval of FY 2020-21 and FY 2021-22 Toll Bridge Program Operating Budgets. Reimbursements from ACTC are subject to the execution of an amendment to the cooperative agreement between BATA and ACTC.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract change order with Conduent for services as described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet dated May 13, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$3,500,000 for such contract change order subject to the approval of future BATA Budgets.
BATA Oversight Committee:	

Amy Worth, Chair

Approved: May 13, 2020



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 20-0600 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 3/31/2020 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 5/13/2020 **Final action:**

Title: Contract Amendment - FasTrak® Communications Services: Caribou Public Relations, Inc.
(\$1,200,000)

Sponsors:

Indexes:

Code sections:

Attachments: [2e 20-0600 Contract - FasTrak Communications Services.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract Amendment - FasTrak® Communications Services: Caribou Public Relations, Inc.
(\$1,200,000)

Presenter:
Lysa Hale

Recommended Action:
Committee Approval

Bay Area Toll Authority Oversight Committee

May 13, 2020

Agenda Item 2e - 20-0600

Contract Amendment – FasTrak® Communications Services: Caribou Public Relations, Inc. (\$1,200,000)

Subject: This item requests Committee approval to enter into a contract amendment with Caribou Public Relations, Inc. (Caribou) in an amount not to exceed \$1,200,000 to provide FasTrak® communications services.

Background: On June 20, 2019, MTC issued a Request for Proposals (RFP) to pre-qualified firms from the On-Call Consultant Assistance for Electronic Payment Implementation and Operations Bench for Service Category E (Communications and Customer Information Services) to support the rollout of new express lanes and toll tags and to promote use of the FasTrak® toll collection system. The evaluation criteria included: 1) understanding of the project, project objective and approach to completing the work (30%); 2) firm's ability to complete work specified in the scope of work (30%); 3) qualifications and availability of key personnel (20%); 4) cost effectiveness (10%); and written and oral presentation (10%).

Three firms submitted proposals, but one firm withdrew its proposal. A panel of BATA staff evaluated the proposals of the remaining two firms: Moore Iacofano Goltsman, Inc. (MIG) and Caribou. Both had strong experience in providing similar services. After reviewing the proposals, BATA staff determined Caribou to be most advantageous based on the evaluation criteria stated in the RFP. Specifically, Caribou demonstrated a thorough understanding of the scope of work and provided a comprehensive and cost-effective approach to completing the work. Additionally, Caribou and its project team have demonstrated strong project qualifications and experience working on similar outreach and marketing projects with MTC such as the recent FasTrak® consumer awareness campaign to inform residents of a toll increase and to encourage non- FasTrak® customers to open an account.

Based on the results of the RFP, after receiving Committee approval in September 2019, BATA entered into an initial contract of \$650,000 with Caribou. This requested amendment is for \$1,200,000.

- 1) More than half of the funds are required now to support changes to the FasTrak® program, primarily the roll out of the I-880 express lanes in August/September 2020. Tasks would include identifying affected audiences, conducting research on target audiences, creating the appropriate level of message and tone, identifying appropriate channels of communication, and recommending strategies to implement messages.


- 2) A portion of funds will be dedicated to communicating changing rules due to the conversion of I-680 Contra Costa Express Lanes to clean air vehicle (CAV) tolling and multiple express lane changes on I-680 Sunol in mid-2020-21. Tasks would include identifying affected audiences, conducting research on target audiences, creating the appropriate level of message and tone, identifying appropriate channels of communication, and recommending strategies to implement messages.
- 3) A smaller portion of the funds will provide general support to FasTrak® communications and customer education for FY 2020-21 especially as it pertains to the continuation of cashless tolling, if needed, but also related to ongoing programs. This would include assisting with website management; developing and updating collateral such as the FasTrak® handbook; managing FasTrak® social media on a daily basis, particularly to address implications of cashless tolling; developing graphics for the website and other venues; producing signage and other tasks.

Subsequent campaigns related to cashless tolling would require future committee action.

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

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with Caribou in an amount not to exceed \$1,200,000 to provide FasTrak Communications Services, subject to the approval of the FY 2020-21 BATA budget.

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



Therese W. McMillan

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	Caribou Public Relations	Communications Services	X	41619				X
Subcontractor	Polytechnic Marketing	Communications Services			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 Amendment

Work Item No.:	1252
Vendor:	Caribou Public Relations, Inc. Martinez, CA
Work Project Title:	FasTrak [®] Communications Services
Purpose of Project:	To provide communications services for the FasTrak [®] program.
Brief Scope of Work:	Consultant shall assist staff in implementing public awareness, customer communication, customer education, outreach, and other information services for the FasTrak [®] program with the goals to enhance the public's understanding and perception of FasTrak [®] and improve existing customers' experiences engaging with FasTrak [®] 's products and services.
Project Cost Not to Exceed:	Original Contract Amount: \$650,000 This Contract Amendment: \$1,200,000 New Total Contract Amount: \$1,850,000
Funding Source:	BATA Toll Bridge Program Operating Funds
Fiscal Impact:	Funds dependent on approval of the 2020-21 BATA Toll Bridge Program Operating Budget.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Caribou Public Relations, Inc. to provide ad hoc communications services as described above and in the BATA Oversight Committee Summary Sheet dated May 13, 2020, and the Chief Financial Officer is authorized to set aside funds in the amount of \$1,200,000 for such amendment, subject to the approval of the 2020-21 BATA Toll Bridge Program Operating Budget.
BATA Oversight Committee:	<hr/> Amy Worth, Chair
Approved:	May 13, 2020



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 20-0743 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 4/29/2020 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 5/13/2020 **Final action:**

Title: Contract Change Order - FasTrak® Regional Customer Service Center: Increase Payments Processing Capabilities: Conduent State and Local Solutions, Inc. (\$500,000)

A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to begin modifying the automated systems at the Customer Service Center (CSC) to accommodate the increased volume of check payments the CSC is receiving because cash toll collection is suspended.

Sponsors:

Indexes:

Code sections:

Attachments: [3a 20-0743 FasTrak CSC ContractChangeOrder Conduent.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract Change Order - FasTrak® Regional Customer Service Center: Increase Payments Processing Capabilities: Conduent State and Local Solutions, Inc. (\$500,000)

A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to begin modifying the automated systems at the Customer Service Center (CSC) to accommodate the increased volume of check payments the CSC is receiving because cash toll collection is suspended.

Presenter:

Andrew Fremier

Recommended Action:

Committee Approval

Bay Area Toll Authority Oversight Committee

May 13, 2020

Agenda Item 3a - 20-0743

Contract Change Order – FasTrak® Regional Customer Service Center: Increase Payments Processing Capabilities: Conduent State and Local Solutions, Inc. (\$500,000)

Subject: A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to begin modifying the automated systems at the Customer Service Center (CSC) to accommodate the increased volume of check payments the CSC is receiving because cash toll collection is suspended. This implementation of new systems and equipment would also benefit any future conversion of BATA bridges to all electronic tolling (AET). The amount requested is not to exceed \$500,000.

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® Customer Service Center (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 for bridges and express lanes in the Bay Area.


In response to the shelter-in-place order that began on March 17 of this year and to protect toll collectors, Caltrans stopped cash toll collection at the BATA bridges on March 21. Since that time, all tolls are being collected electronically. Non-FasTrak drivers no longer stop at the toll plaza to pay cash, but instead are sent a violation notice for the toll only and no penalty. As of April 27, Conduent has mailed approximately 1.2 million of these notices.

Given the number of notices, the CSC will need to scale up correspondence and payment processing capabilities. Check payments are anticipated to be up to ten times higher than current volumes, and the CSC does not currently have the equipment, capacity, or staff to handle this volume. To support the increased processing needs, Conduent will obtain automated correspondence and payment processing services, referred to as a Lockbox. The Lockbox will receive all FasTrak CSC correspondence where it will be opened and scanned. The payment file will be sent to Conduent's Vector system to post to accounts, and check images will be sent to the bank for deposit. The Lockbox will also send all scanned correspondence to Vector so that it can be processed (disputes, responses, etc.) and send all exception files to Conduent for resolution (such as unmatched payments). Checks and documents will be retained for a pre-defined period of time and be shredded. Staff is seeking approval for \$500,000 to allow Conduent to deploy lockbox services.

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

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$500,000 to support deployment of lockbox services.

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



Therese W. McMillan

Attachment A

Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	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 Solutions, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Increase Payments Processing Capabilities at the CSC
Brief Scope of Work:	Modify the CSC system to incorporate lockbox services
Project Cost Not to Exceed:	This Change Order: \$500,000 Current contract amount before this Change Order: \$214,479,899 Maximum contract amount after this Change Order: \$214,979,899 (this total does not include other May 13, 2020 contract approval actions)
Funding Source:	BATA Toll Bridge Rehabilitation Program
Fiscal Impact:	Funds are included in the FY 2019-20 Toll Bridge Rehabilitation Program Budget.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract change order with Conduent for services as described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet dated May 13, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$500,000 for such contract change order.
BATA Oversight Committee:	
	<hr/> Amy Worth, Chair
Approved:	May 13, 2020



Increasing Payment Processing Capabilities of the FasTrak® Customer Service Center

May 13, 2020



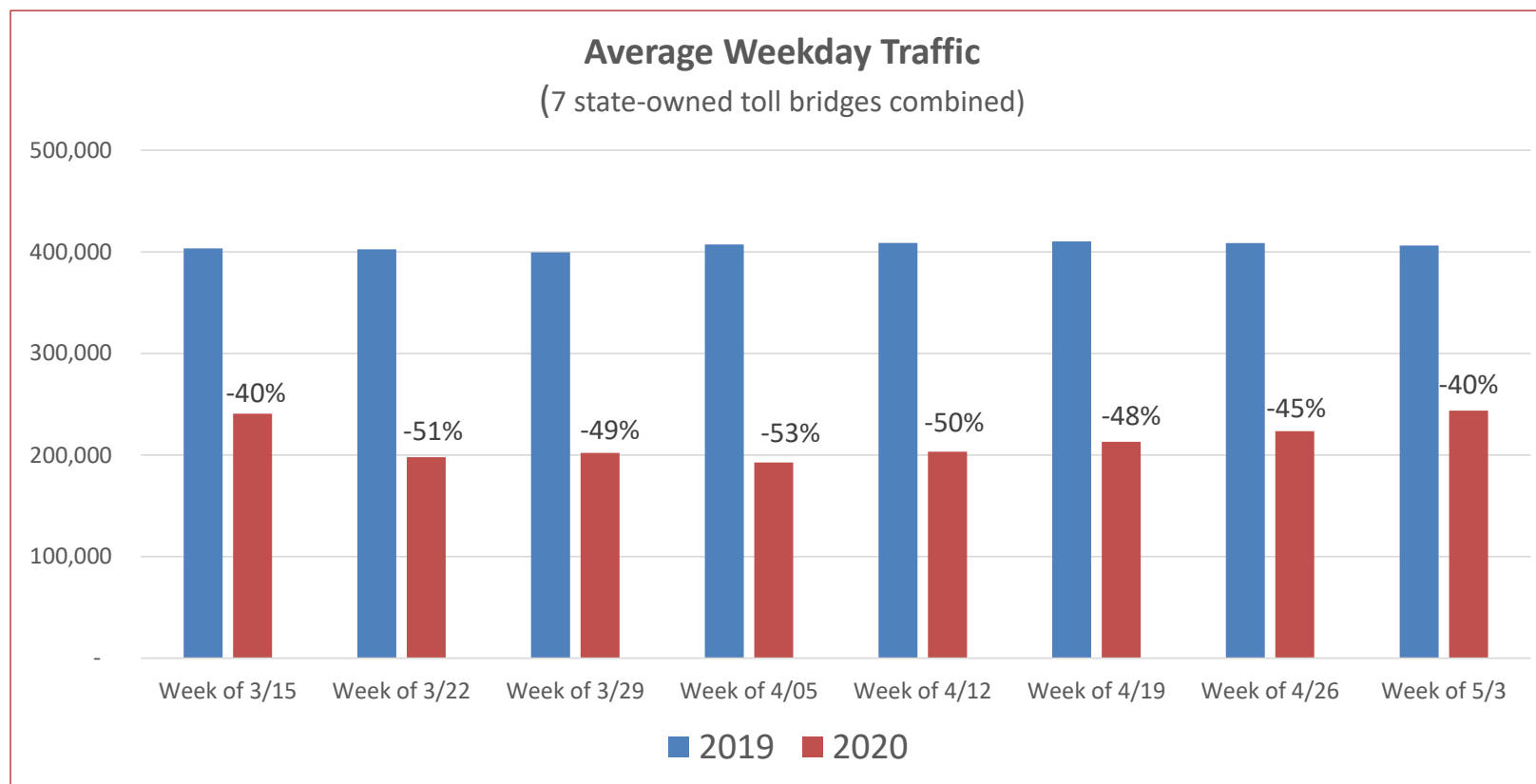
METROPOLITAN TRANSPORTATION COMMISSION



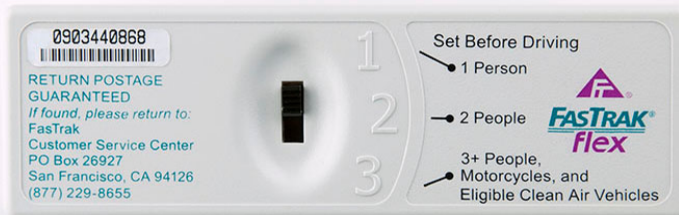
COVID-19 Timeline Update

- 3/17 – California Shelter-In-Place starts
- 3/21 – Caltrans stops manual toll collection
- 4/03 – First bill without penalty mailed
- 4/20 – Customer Service Representative contracts COVID-19
- 5/4 – Six Bay Area counties jointly agree to ease Shelter-In-Place restrictions

Traffic Impacts



Regional Customer Service Center Update



- Call volume increasing
 - Average wait time is 6 minutes
 - Primary challenge is reduced staffing
- Began sending notices without penalty 4/3
 - 1.5 million mailed as of 5/7
 - Payment volumes increasing
- Conduent Staffing
 - Absenteeism: 47%
 - Increasing work from home
 - Operations consistent with Health Ordinance for Essential Work
 - Using Regional Operations Center (first floor) to support physical distancing

Upcoming CSC Concurrent Projects

PROJECT	2020								2021		
	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
BAIFA I-880 EXPRESS LANES LAUNCH											
ACTC 580 EXPRESS LANES NEW VENDOR											
TEMPORARY PLATES TO DMV HOLD											
ACTC 680 EXPRESS LANES EXPANSION											
RCTC (RIVERSIDE) NEW AGENCY											
BAIFA I-680N CONTRA COSTA EXPRESS LANES											
SANDAG I-15 CONSOLIDATION											



Increasing Payments Processing Capabilities of CSC

- Payment volumes increasing with cashless environment
- Need to increase CSC capabilities to process payments
- Recommend authorization to implement automated processing services (lockbox) to:
 - Open and scan correspondence and checks
 - Send payments files to CSC to post to accounts
 - Send check images to bank for deposit
 - Scan other correspondence and send to CSC for response
- Estimate 3-4 months to deploy



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 20-0559 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 3/17/2020 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 5/13/2020 **Final action:**
Title: Bay Bridge Forward: Funding Update

A report on the development of a funding plan for Bay Bridge Forward.

Sponsors:

Indexes:

Code sections:

Attachments: [4a 20-0559 BayBridgeForward FundingPlan.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Bay Bridge Forward: Funding Update

A report on the development of a funding plan for Bay Bridge Forward.

Presenter:

Andrew Fremier

Recommended Action:

Information

Bay Area Toll Authority Oversight Committee

May 13, 2020

Agenda Item 4a - 20-0559

Bay Bridge Forward: Funding Update

Subject: A report on the development of a funding plan for Bay Bridge Forward.

Background: The San Francisco-Oakland Bay Bridge (SFOBB) corridor is consistently ranked as one of the most congested corridors in the region. In particular, during the morning commute hours, severe traffic congestion exists at each of the major approaches from I-80, I-580, I-880, and West Grand Avenue. This, in turn, causes delays to buses and carpool vehicles accessing the high-occupancy vehicle (HOV) by-pass lanes at the toll plaza.

At the February 12, 2020 Bay Area Toll Authority (BATA) Oversight Committee, staff presented the Bay Bridge Bus Lane Assessment and Bay Bridge Forward in response to interest in reinstating a bus lane on the SFOBB. Note that in 1962 the State repurposed one of the lower deck lanes as a dedicated contra flow bus lane for AC Transit, but after a year, the San Francisco Division of Bay Toll Crossing nixed the bus lane due to repaving work to be done on the upper deck. In lieu of reinstating a bus lane on the bridge, staff recommended a new set of Bay Bridge Forward (2020) to deliver near-term operational, transit, and shared mobility strategies to increase travel time savings, increase person through put and smooth traffic flows at the approaches to the bridge for bus transit and carpools. Staff also recommended that we challenge our partner agencies – Caltrans, Alameda County Transportation Authority (ACTC), and Contra Costa Transportation Authority (CCTA) – to pool \$20 million in resources to advance the capital improvements through the project development process, starting with planning, environmental review and design phases. Under the leadership of the MTC Chair, this Committee directed staff to develop a funding plan and report back to this Committee.

In response to our \$20 million challenge, below are the initial contributions from the participating agencies:

Funding Contribution	
MTC	\$7.8 Million
Caltrans	-
ACTC	\$7.0 million
CCTA	\$350,000
Total	\$15.15 Million

MTC is contributing \$7.8 million to Bay Bridge Forward via the fund programming actions made by the Programming and Allocations Committee for \$3.0 million in federal funds in February 2020 and \$4.8 million from Regional Measure 2 for the I-80 express lanes in June 2013. Caltrans will consider contributing staff resources

and project approval streamlining rather than funding. ACTC will seek funding approval for \$10 million – \$7 million for Bay Bridge Forward and \$3 million towards BATA's The Link bicycle/pedestrian path project – at their Commission meeting on May 28, 2020. MTC, ACTC and CCTA will jointly fund the estimated \$1 million I-80 Design Alternative Assessment (DAA) via a three-way split with each contributing \$350,000. MTC continues to coordinate with CCTA to confirm their contribution. The I-80 DAA is an engineering study to assess traffic conditions, bottlenecks, and operational deficiencies and propose a range of operational strategies, including but not limited to, a dedicated bus lane, bus on shoulder, express lanes, HOV occupancy policies, and interchange improvements.

With this initial \$15 million in funding, staff will prepare the I-80 DAA for purpose of identifying a recommended set of corridor-wide operational improvements to advance into project delivery pipeline, as well as to complete the environmental and design phases for the "low-hanging fruit" capital projects such as the I-580 Westbound HOV extension, I-80 Westbound Bus on Shoulder/HOV, and I-80/Powell Interchange improvements.

Staff estimated that Bay Bridge Forward is a \$65 million investment to improve traffic flow and provide travel time savings for Transbay express bus riders. The overall program costs does not include funding for express lanes nor capital projects identified in the I-80 DAA. Additionally, the program costs will be adjusted as we learn more through the scoping and environmental/design phases wherein we will develop cost estimates for the discrete capital projects. At this point, we have only secured \$15 million out of \$65 million towards Bay Bridge Forward.

Given COVID19 and the resulting downturn in the economy, the challenge to find the remaining \$50 million in the short-term to fund Bay Bridge Forward is daunting. In managing expectations, we may need to position these investments for critical trade-offs discussions as we move forward. Or, we may be optimistic that traffic returns to some new normal and fund sources such as the \$140 million for the Core Capacity Transit Improvements in Regional Measure 3, federal transportation stimulus funding in response to COVID19, federal surface transportation funding for One Bay Area Grants (OBAG 3), California Senate Bill 1 Congested Corridor funding and other local funding materialize. On the upside, these cost-effective, high-impact projects in Bay Bridge Forward may become even more valuable under the economic circumstances we will likely be facing.

Staff will plan on providing periodic updates on the progress being made on Bay Bridge Forward to this Committee. Our goal is deliver operational, transit and shared mobility improvements over the next three to five years should resources and funding priorities remain in place to deliver Bay Bridge Forward.

Issues: None identified.

Recommendation: None


Therese W. McMillian

Bay Bridge Forward (2020)

Near-Term Investment to Reduce Delay, Move More People and Buses

