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, July 8, 2020 **9:35 AM** **Board Room - 1st Floor (REMOTE)**

The Bay Area Toll Authority Oversight Committee is scheduled to meet on Wednesday, July 8, 2020 at 9:35 a.m., 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/95094805024
Join by Telephone: 888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID: 950 9480 5024

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

Committee members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial "*9". In order to get the full Zoom experience, please make sure your application is up to date.

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. Pledge of Allegiance

3. Compensation Announcement (Clerk)

4. Consent Calendar

4a. 20-0869 Minutes of the June 10, 2020 meeting

Action: Committee Approval

Attachments: 4a 20-0869 Minutes June 10 Meeting.pdf

4b. 20-0909 Contract Change Order - FasTrak® Regional Customer Service Center: Support VTA 237 Express Lane: Conduent State and Local Solutions, Inc. ($800,000)

Action: Committee Approval

Presenter: Beth Zelinski

Attachments: 4b 20-0909 Conduent Contract Change Order.pdf

5. Approval

5a. 20-0881 Funding Agreement Amendment - I-80/I-680/SR-12 Interchange Package 2A: Solano Transportation Authority ($7,100,000)

A request to amend the funding agreement with the Solano Transportation Authority (STA) for activities associated with the I-80/I-680/SR-12 Interchange Package 2A project in an additional amount not to exceed $7,100,000.

Action: Committee Approval

Presenter: Lisa Klein

Attachments: 5a 20-0881 STA Funding Agreement Amendment.pdf

5b. 20-0901

Contract Amendment - Toll Facilities Maintenance: Econolite Systems Inc. ($10,500,000)

A request for approval to enter into a contract amendment with Econolite Systems, Inc. (Econolite), formerly known as Aegis ITS, Inc., in an amount not to exceed $10,500,000 through August 31, 2023 to maintain existing toll facilities and equipment and provide as-needed maintenance and repair services at the seven state-owned Bay Area toll facilities on a scheduled and as-needed basis, subject to the approval of future BATA budgets.

Action: Committee Approval

Presenter: Angela Louie

Attachments: 5b 20-0901 Econolite Systems Contract Amendment.pdf

5c. 20-0934

Recommendation and Contract Actions - BATA Tolling Operations:
i. Contract Change Order - FasTrak® Customer Service Center Transition to All Electronic Tolling: Conduent State & Local Solutions, Inc. ($10,500,000);
ii. Contract Amendment - FasTrak® Public Education for All Electronic Tolling: Caribou Public Relations ($990,000);
iii. Purchase Order - FasTrak® Toll Tags: Neology, Inc. ($2,881,000); and
iv. Contract Amendment - Civil Design for All Electronic Tolling at Southern Bridges: AECOM Technical Services, Inc. ($250,000)

A recommended roadmap for all electronic tolling at State-owned bridges and requests to authorize the Executive Director or designee to negotiate and enter into supporting contract actions.

Action: Committee Approval

Presenter: Andrew Fremier

Attachments: 5c 20-0934 AET Recommendation and Contract Actions.pdf
5c 20-0934 Presentation.pdf

6. Information

6a. 20-1096 I-880 Express Lanes, I-680 Express Lanes Clean Air Vehicle and FasTrak® Marketing Campaign

A presentation of images for the campaign to promote the opening of the I-880 Express Lanes and the new clean air vehicle requirement for the I-680 Express Lanes in Fall.

Action: Information

Presenter: Lysa Hale

Attachments: 6a 20-1096 I-880 Express Lanes Campaign.pdf

6a 20-1096 Presentation.pdf

7. Public Comment / Other Business

8. Adjournment / Next Meeting

The next meeting of the BATA Oversight Committee is scheduled to be held on August 12, 2020 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 #:	20-0869	**Version:**	1	**Name:**	
Type:	Minutes			**Status:**	Consent
File created:	5/26/2020			**In control:**	Bay Area Toll Authority Oversight Committee
On agenda:	7/8/2020			**Final action:**	
Title:	Minutes of the June 10, 2020 meeting				
Sponsors:					
Indexes:					
Code sections:					
Attachments:					

Date	Ver.	Action By	Action	Result

Subject:
Minutes of the June 10, 2020 meeting

Recommended Action:
Committee Approval

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

Meeting Minutes

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, June 10, 2020 **9:35 AM** **Board Room - 1st Floor (REMOTE)**

Call Remote 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 Connolly, Commissioner Cortese, Commissioner Giacopini, Commissioner Mackenzie, Commissioner Spering

2. Pledge of Allegiance

3. Compensation Announcement (Clerk)

4. Consent Calendar

Upon the motion by Commissioner Papan and the second by Commissioner Dutra-Vernaci, 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. 20-0731 Minutes of the May 13, 2020 meeting

Action: Committee Approval

4b. 20-0538 Contract Amendment - Construction Management Services for the San Francisco-Oakland Bay Bridge Metering Lights Project: WSP, Inc. ($500,000)

Action: Committee Approval

Presenter: Stephen Baker

4c. 20-0761 Contract Amendment - San Francisco-Oakland Bay Bridge West Span Bicycle, Pedestrian, and Maintenance Path Project: Arup North America, Ltd. ($400,000)

Action: Committee Approval

Presenter: Stephen Wolf

4d. 20-0751 Contract Change Order - FasTrak® Regional Customer Service Center: Support I-680 Contra Costa North Express Lane: Conduent State and Local Solutions, Inc. ($600,000)

Action: Committee Approval

Presenter: Beth Zelinski

4e. 20-0752 Contract Change Order - FasTrak® Regional Customer Service Center: Support Introduction of Invoices: Conduent State and Local Solutions, Inc. ($500,000)

Action: Committee Approval

Presenter: Beth Zelinski

4f. 20-0762 Purchase Orders - Advanced Toll Collection and Account System Hardware Maintenance and Telecommunication Services: Hewlett Packard Enterprise Company, AT&T ($850,000 combined)

Action: Committee Approval

Presenter: Mark Dinh

4g. 20-0827 BATA Resolution No. 62, Revised - Readoption of BATA-Department of Transportation Master Cooperative Agreement #4-2078-A2

Action: Authority Approval

Presenter: Peter Lee

5. Approval

5a. 20-0764 BATA Resolution No. 134 - FY 2020-21 Operating and Capital Budgets

Staff requests that BATA Resolution No. 134 authorizing the Operating and Capital Budgets for FY 2020-21 be referred to the Authority for approval.

Action: Authority Approval

Presenter: Brian Mayhew

Aleta Dupree was called to speak.

Roland Lebrun was called to speak.

Upon the motion by Commissioner Dutra-Vernaci and the second by Commissioner Bruins, the Committee unanimously approved the referral of BATA Resolution No. 134 to the Authority for approval. 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. 20-0434 Richmond-San Rafael Bridge Asset Management Plan Update

A progress update summarizing initial conclusions of the asset management study performed for the Richmond-San Rafael Bridge (RSR).

Action: Information

Presenter: Stephen Wolf

Stephen Wolf gave the report.

David Schaunbrunn was called to speak.

Roland Lebrun was called to speak.

Aleta Dupree was called to speak.

7. Public Comment / Other Business

7. 20-1004 Public Written Comments Received

Written public comments were received from Adam Buck and Aleta Dupree.

Roland Lebrun was called to speak.

8. Adjournment / Next Meeting:

The next meeting of the BATA Oversight Committee is scheduled to be held on July 8, 2020 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)

File #:	20-0909	**Version:**	1	**Name:**	
Type:	Contract			**Status:**	Consent
File created:	5/29/2020			**In control:**	Bay Area Toll Authority Oversight Committee
On agenda:	7/8/2020			**Final action:**	
Title:	Contract Change Order - FasTrak® Regional Customer Service Center: Support VTA 237 Express Lane: Conduent State and Local Solutions, Inc. ($800,000)				
Sponsors:					
Indexes:					
Code sections:					
Attachments:					

Date	Ver.	Action By	Action	Result

Subject:
Contract Change Order - FasTrak® Regional Customer Service Center: Support VTA 237 Express Lane: Conduent State and Local Solutions, Inc. ($800,000)

Presenter:
Beth Zelinski

Recommended Action:
Committee Approval

Bay Area Toll Authority
Oversight Committee

July 8, 2020 **Agenda Item 4b - 20-0909**

Contract Change Order – FasTrak® Regional Customer Service Center: Support VTA 237 Express Lane: Conduent State and Local Solutions, Inc. ($800,000)

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 provide operation services for the VTA 237 Express Lane in an amount not to exceed $800,000, subject to the approval of the FY 2021-22 BATA budget.

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.

VTA currently operates the 237 Express Lane in Santa Clara County. Under agreement with BATA, VTA's electronic toll transactions are processed by the FasTrak® CSC and revenue remitted to VTA. VTA reimburses BATA for its share of the CSC operating costs including these change order costs. In 2020, VTA will begin charging discounted tolls for carpool vehicles with two occupants. This new rule will go into effect at the same time as the start of operations of the express lane on I-880. The additional costs for processing the increased volume are being added to the Conduent CSC contract under this change order in an amount not to exceed $800,000. The per transaction cost for processing these transactions is the same as existing transaction costs.

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 $800,000 to support the VTA 237 Express Lane operations, subject to the approval of the FY 2021-22 BATA budget.

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 VTA 237 Express Lane
Brief Scope of Work:	Provide transaction processing of carpool transactions
Project Cost Not to Exceed:	This Change Order: $800,000 Current contract amount before this Change Order: $215,644,475 Maximum contract amount after this Change Order: $216,444,475 (this total does not include other July 8, 2020 contract approval actions)
Funding Source:	BATA Toll Bridge Program Operating Funds, which shall be reimbursed by the Valley Transportation Authority (VTA).
Fiscal Impact:	$420,000 in funds for operations are included in the FY 2020-21 Toll Bridge Program Operating Budget and $380,000 are subject to the approval of the FY 2021-22 Toll Bridge Program Operating Budget. Reimbursements from VTA are subject to the cooperative agreement between BATA and VTA.
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 Executive Director's Memorandum dated July 8, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of $800,000 for such contract change order subject to the approval of the FY 2021-22 BATA Budget.

BATA Oversight Committee:

Amy Worth, Chair

Approved: July 8, 2020

Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #:	20-0881	**Version:**	1	**Name:**	
Type:	Contract			**Status:**	Committee Approval
File created:	5/26/2020			**In control:**	Bay Area Toll Authority Oversight Committee
On agenda:	7/8/2020			**Final action:**	
Title:	Funding Agreement Amendment - I-80/I-680/SR-12 Interchange Package 2A: Solano Transportation Authority ($7,100,000) A request to amend the funding agreement with the Solano Transportation Authority (STA) for activities associated with the I-80/I-680/SR-12 Interchange Package 2A project in an additional amount not to exceed $7,100,000.				
Sponsors:					
Indexes:					
Code sections:					
Attachments:					

Date	Ver.	Action By	Action	Result

Subject:

Funding Agreement Amendment - I-80/I-680/SR-12 Interchange Package 2A: Solano Transportation Authority ($7,100,000)

A request to amend the funding agreement with the Solano Transportation Authority (STA) for activities associated with the I-80/I-680/SR-12 Interchange Package 2A project in an additional amount not to exceed $7,100,000.

Presenter:

Lisa Klein

Recommended Action:

Committee Approval

Bay Area Toll Authority
Oversight Committee

July 8, 2020 **Agenda Item 5a - 20-0881**

Funding Agreement Amendment - I-80/I-680/SR-12 Interchange Package 2A: Solano Transportation Authority ($7,100,000)

Subject: A request to amend the funding agreement with the Solano Transportation Authority (STA) for activities associated with the I-80/I-680/SR-12 Interchange Package 2A project in an additional amount not to exceed $7,100,000.

Background: In the spring of 2018, the California Transportation Commission (CTC) approved the first round of funding for competitive Senate Bill 1 programs. The I-80/I-680/SR-12 Interchange Package 2A (Interchange) project received $53,200,000 in funding from the Trade Corridor Enhancement Program. MTC was a signatory to the application, committing bridge toll funding in the amount of $13,800,000 to the Interchange project (plus an additional $500,000 for oversight, for a total of $14,300,000).

Regional Measure 3 (RM3) includes a total of $150,000,000 for the overall, multi-phase I-80/I-680/SR-12 Interchange project, including Package 2A. However, those funds are not available to the project as the Authority's current policy is that no allocations of RM3 funds are anticipated until and unless the current litigation is resolved in favor of RM3.

In June 2019, BATA advanced $7,200,000 from the BATA Toll Bridge Rehabilitation Program for design, oversight and right-of-way for the project with the funding to be eligible for reimbursement from the $150,000,000 RM3 funds legislatively dedicated to the I-80/I-680/SR12 Interchange Project. This Committee approved a funding agreement providing the funds needed to keep the project on schedule and not jeopardize the state funding.

The project is now approaching the construction phase and STA has requested the remaining $7,100,000 in committed bridge toll funding. Given that RM3 litigation has not been resolved, staff is requesting an additional advance of $7,100,000 in BATA Toll Bridge Rehabilitation Program funds for the construction phase of the project. These funds are included in the BATA Fiscal Year 2020-21 Toll Bridge Program Operating and Capital Budgets approved in June 2020. This additional commitment is also eligible for reimbursement by the RM3 funds dedicated to the I-80/I-680/SR12 Interchange Project.

Issues: The requested funding agreement amendment completes the bridge toll commitment to the Interchange Package Phase 2A Project funded in the 2018 Trade Corridors Enhancement Program. In June 2020, STA requested transferring $16.7 million in State Transportation Improvement Program (STIP) funds to cover higher cost estimates for construction. STA is

responsible for finding additional funding if costs increase further; RM3 funds could cover future cost increases during construction only if RM3 is upheld by the courts. BATA would be unlikely to participate in funding any cost increases for the Interchange Package 2A project.

The scope of work in this funding agreement is intended to be eligible for reimbursement with RM3 funds, subject to further Commission approval. Toll Bridge Rehabilitation Program funds would then be returned by the project to BATA. Staff's intent is to stay within the $150,000,000 RM3 commitment to the overall Interchange project.

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into an amendment to the funding agreement with STA in an amount not to exceed l $7,100,000 for construction for a total not to exceed amount of $14,300,000 for the I-80/I-680/SR-12 Interchange Package 2A project.

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

Therese W. McMillan

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Funding Agreement Amendment

Work Item No.:	1251
Consultant:	Solano Transportation Authority Suisun City, CA
Work Project Title:	I-80/I-680/SR-12 Interchange Package 2A
Purpose of Project:	Construct widening of the eastbound SR-12 to eastbound I-80 connector in Solano County to improve and modernize the I-80/I-680/SR-12 interchange and improve traffic flow and safety.
Brief Scope of Work:	Undertake activities necessary for construction of the project, including oversight, design, and right-of-way activities for construction, environmental mitigation and construction.
Current Agreement Amount:	$7,200,000
Added Agreement Amount:	$7,100,000
Revised Agreement Amount Not to Exceed:	$14,300,000
Funding Source:	Toll Bridge Rehabilitation Program Budget
Fiscal Impact:	Funds are included in the FY 2020-21 Toll Bridge Rehabilitation Program Budget.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a funding agreement amendment with the Solano Transportation Authority for an additional $7,100,000, as described above and in the BATA Oversight Committee Summary Sheet dated July 8, 2020; and the Chief Financial Officer is authorized to set aside $7,100,000 for such funding agreement amendment.

BATA Oversight Committee:

_____

Amy R. Worth, Chair

Approved: July 8, 2020

Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #:	20-0901	**Version:**	1	**Name:**	
Type:	Contract			**Status:**	Committee Approval
File created:	5/29/2020			**In control:**	Bay Area Toll Authority Oversight Committee
On agenda:	7/8/2020			**Final action:**	
Title:	Contract Amendment - Toll Facilities Maintenance: Econolite Systems Inc. ($10,500,000) A request for approval to enter into a contract amendment with Econolite Systems, Inc. (Econolite), formerly known as Aegis ITS, Inc., in an amount not to exceed $10,500,000 through August 31, 2023 to maintain existing toll facilities and equipment and provide as-needed maintenance and repair services at the seven state-owned Bay Area toll facilities on a scheduled and as-needed basis, subject to the approval of future BATA budgets.				
Sponsors:					
Indexes:					
Code sections:					
Attachments:					

Date	Ver.	Action By	Action	Result

Subject:
Contract Amendment - Toll Facilities Maintenance: Econolite Systems Inc. ($10,500,000)

A request for approval to enter into a contract amendment with Econolite Systems, Inc. (Econolite), formerly known as Aegis ITS, Inc., in an amount not to exceed $10,500,000 through August 31, 2023 to maintain existing toll facilities and equipment and provide as-needed maintenance and repair services at the seven state-owned Bay Area toll facilities on a scheduled and as-needed basis, subject to the approval of future BATA budgets.

Presenter:
Angela Louie

Recommended Action:
Committee Approval

Bay Area Toll Authority
Oversight Committee

July 8, 2020 **Agenda Item 5b**

Contract Amendment – Toll Facilities Maintenance Services:
Econolite Systems, Inc. ($10,500,000)

Subject: A request for approval to enter into a contract amendment with Econolite Systems, Inc. (Econolite), formerly known as Aegis ITS, Inc., in an amount not to exceed $10,500,000 through August 31, 2023 to maintain existing toll facilities and equipment and provide as-needed maintenance and repair services at the seven state-owned Bay Area toll facilities on a scheduled and as-needed basis, subject to the approval of future BATA budgets.

Background: The toll facilities maintenance services contract was originally developed to support on-going maintenance and repair of tolling equipment and infrastructure. The scope of work included in this contract is determined collaboratively by Caltrans and BATA staff and includes maintenance services relinquished from Caltrans to BATA. The contractor is responsible for completing daily ongoing maintenance services along with performing additional related services on a task order basis to support critical tolling equipment and infrastructure at the toll facilities. This work is deemed an essential service and has continued since March in accordance with shelter in place public health directives. Attachment A includes a list of items to be included for preventive and corrective maintenance, as well as task order work. The task order work includes detailed inspections and preventive maintenance for recurring specialty items, corrective actions resulting from these inspections and as-needed or emergency services, including unforeseen services related to coronavirus or other pandemic, natural disaster, etc. Some examples of upcoming task order work include Regional Measure 3 signage updates and interim all electronic tolling (AET) preparation work.

The BATA Oversight Committee authorized the current contract with Econolite in July 2017, after a competitive procurement process, with an option to extend for up to three (3) additional years in increments of BATA's choosing subject to the adoption of future years' BATA operating budgets. The current contract will expire August 31, 2020. Econolite has demonstrated its capability of providing preventive and corrective maintenance services for all activities assigned to it by BATA.

This amendment extends the period of performance for an additional three (3) years and allows Econolite to continue to maintain existing toll facilities and equipment and provide as-needed maintenance and repair services at the seven state-owned Bay Area toll facilities. Attachment A includes an estimated budget breakdown. Attachment B includes a

summary of Econolite 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 in an amount not to exceed $10,500,000 to maintain existing toll facilities and equipment and provide as-needed maintenance and repair services at the seven state-owned Bay Area toll facilities on a scheduled and as-needed basis, in accordance with the FY 2020-21 Toll Bridge Rehabilitation Program Budget, and subject to the approval of future BATA budgets.

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

Therese W. McMillan

Attachment A
Budget Breakdown and Description of Work
FY 2021-24

	Monthly Cost	Total Contract Cost
A. Preventative and Corrective Maintenance from September 2020 to August 2023)		
Recurring Monthly Maintenance	$37,010	$1,332,360
Spare Parts	$8,333	$300,000
B. Task Order Based Assignments (Recurring, Corrective and As-Needed)		
Task Orders		$8,876,640
	Total	**$10,500,000**

A. Preventative and Corrective Maintenance from September 2020 to August 2023 – $1,632,360 (average of $45,000/month or $545,000/year)

- $37,010/month for inspection and some testing, maintenance and repair of a number systems at the toll plazas, including, but not limited to, changeable message signs (CMS), indicator lights, roadside signs, mechanical gates, generators, cameras, toll plaza lighting, server room, uninterruptible power supplies (UPS), heating ventilation and air conditioning (HVAC), fire systems, crash cushions, landscaping, lane channelizers, toll booths, lane gates, blinds, bird netting, elevators, vandalism, pest issues, intercom system, toll plaza sliding doors, bicycle and pedestrian paths, portable restroom facilities, treadles, and pressure washing.

- $8,333/month for spare parts for CMS, treadles, auto toll signs, crash cushions and other parts as needed.

B. Task Order Based Assignments (Recurring, Corrective and As-Needed) - $8,867,640 (estimated average of $246,000/month or $3,000,000/year)

- BATA and Caltrans staff are working together to ensure the maintenance and repairs are prioritized and completed, as resources permit. Potential task order based projects include, but are not limited to:

  a. Regional Measure 3 signage updates
  b. Interim all electronic tolling (AET) preparation work
  c. Crash cushion replacement
  d. High mast light inspection and repairs
  e. Changeable Message Sign (CMS) Parts

f. UPS upgrades, maintenance and repair (recurring)
g. Elevator repairs (recurring)
h. Generator maintenance and repairs (recurring)
i. Fire Suppression System Repairs (recurring)
j. SAS Elevator maintenance and repair (recurring)
k. SFOBB Oakland Touchdown Landscaping maintenance and repairs (recurring)

Attachment B
Small and Disadvantaged Business Enterprise Status

		DBE* Firm			SBE** Firm		
Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Econolite Systems Inc., Prime Contractor	Project Management and Maintenance Services			X			X
Statewide Traffic Safety and Signs, Subcontractor	Traffic Control Services			X			X
Lane Safety	Traffic Control Services			X	X	45978	
Peterson Power Systems	Generator Maintenance and Repairs			X			X
Carrier	HVAC Maintenance and Repairs			X			X
Sabah International	Fire Suppression System Maintenance and Repairs			X			X
KONE, Inc.	Elevator Maintenance and Repairs			X			X
Brightview Landscape Services	Landscape and Tree Maintenance and Repairs			X			X
Dream Ride Elevator	Elevator Repairs			X	X	31539	
Sonitrol Security	Keycard Access System			X			X
Knock 'Em Out Pest Control	Pest Control			X			X
USA Hoist, Inc. (local subcontractor is All American Elevator, Inc.)	Elevator Maintenance and Repairs			X	X	50300 (All American Elevator, Inc.)	

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

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	1251
Consultant:	Econolite Systems Inc. (Fremont, CA)
Work Project Title:	Toll Facilities Maintenance Services
Purpose of Project:	Provide maintenance services for tolling related equipment within the seven state-owned toll facilities along with minor task order based repairs.
Brief Scope of Work:	Provide maintenance and repair services for BATA-installed equipment (e.g. CMS signs, server room systems, etc.) and Caltrans-installed items (HVAC, landscaping, elevator, etc.) at the toll plazas for the state-owned bridges.
Project Cost Not to Exceed:	This amendment: $10,500,000 Current contract amount before this amendment: $9,000,000 Maximum contract amount after this amendment: $19,500,000
Funding Source:	Toll Bridge Rehabilitation Program Budget
Fiscal Impact:	Funds in the amount of $3,500,000 are included in the FY 2020-21 Toll Bridge Rehabilitation Program Budget. The balance of $7,000,000 is subject to the adoption of future Toll Bridge Program Operating and Capital budgets for FY 2021-22 through FY 2023-24.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Econolite Systems, Inc. to provide toll facilities maintenance and repair services through August 31, 2023 as described above and in the BATA Oversight Committee Summary Sheet dated July 8, 2020 and the Chief Financial Officer is authorized to set aside $10,500,000 for such contract amendment, subject to the approval of future BATA budgets.
BATA Oversight Committee:	_____ Amy R. Worth, Chair
Approved:	July 8, 2020

Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #:	20-0934	**Version:**	1	**Name:**	
Type:	Contract			**Status:**	Committee Approval
File created:	6/2/2020			**In control:**	Bay Area Toll Authority Oversight Committee
On agenda:	7/8/2020			**Final action:**	

Title: Recommendation and Contract Actions - BATA Tolling Operations:
i. Contract Change Order - FasTrak® Customer Service Center Transition to All Electronic Tolling: Conduent State & Local Solutions, Inc. ($10,500,000);
ii. Contract Amendment - FasTrak® Public Education for All Electronic Tolling: Caribou Public Relations ($990,000);
iii. Purchase Order - FasTrak® Toll Tags: Neology, Inc. ($2,881,000); and
iv. Contract Amendment - Civil Design for All Electronic Tolling at Southern Bridges: AECOM Technical Services, Inc. ($250,000)

A recommended roadmap for all electronic tolling at State-owned bridges and requests to authorize the Executive Director or designee to negotiate and enter into supporting contract actions.

Sponsors:

Indexes:

Code sections:

Attachments:

Date	Ver.	Action By	Action	Result

Subject:

Recommendation and Contract Actions - BATA Tolling Operations:

i. Contract Change Order - FasTrak® Customer Service Center Transition to All Electronic Tolling: Conduent State & Local Solutions, Inc. ($10,500,000);

ii. Contract Amendment - FasTrak® Public Education for All Electronic Tolling: Caribou Public Relations ($990,000);

iii. Purchase Order - FasTrak® Toll Tags: Neology, Inc. ($2,881,000); and

iv. Contract Amendment - Civil Design for All Electronic Tolling at Southern Bridges: AECOM Technical Services, Inc. ($250,000)

A recommended roadmap for all electronic tolling at State-owned bridges and requests to authorize the Executive Director or designee to negotiate and enter into supporting contract actions.

Presenter:

Andrew Fremier

Recommended Action:

Committee Approval

powered by Legistar™

Bay Area Toll Authority
Oversight Committee

July 8, 2020 **Agenda Item 5c - 20-0934**

Recommendation and Contract Actions – BATA Tolling Operations:
i. Contract Change Order - FasTrak® Customer Service Center Transition to All Electronic Tolling: Conduent State & Local Solutions, Inc. ($10,500,000);
ii. Contract Amendment - FasTrak Public Education for All Electronic Tolling: Caribou Public Relations, Inc. ($990,000);
iii. Purchase Order - FasTrak Toll Tags: Neology, Inc. ($2,881,000); and
iv. Contract Amendment- Civil Design for All Electronic Tolling at Southern Bridges: AECOM Technical Services, Inc. ($250,000)

Subject: A recommended roadmap for all electronic tolling at State-owned bridges and requests to authorize the Executive Director or designee to negotiate and enter into supporting contract actions.

Background: In November 2018, staff brought to this Committee an information item on options for deploying all electronic tolling at BATA bridges. In December 2018, this Committee approved a high-level implementation schedule with the first bridge to be converted in Summer 2022. Since that time, staff has continued efforts toward conversion and planned to bring a detailed recommendation for deployment to this Committee.

In response to the shelter-in place order that began on March 17 of this year and to protect toll collectors and the traveling public, 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. This strategy, while essentially a form of all electronic tolling, requires more robust back-end design to be consistent with all electronic tolling on the Golden Gate Bridge and sustainable from an accounting and customer service perspective. Under all electronic tolling, non-FasTrak customers receive an invoice in the mail, before receiving a toll violation. Invoicing capability does not currently exist for BATA bridges.

Due to the uncertainty of when toll collectors will return (and whether a future shelter-in-place might necessitate a return to cashless toll collection), staff have worked with the FasTrak Customer Service Center (CSC) Contractor (Conduent State & Local Solutions, Inc. (Conduent)) to deploy an accelerated plan for electronic toll collection based on the existing model at the Golden Gate Bridge. In May and June, this Committee approved change orders to support the FasTrak CSC Contractor's response to the emergency cashless tolling environment. The May approval enables processing of the higher volume of checks and correspondence associated with cashless notices. The June approval expands network and system infrastructure and begins the design work to incorporate invoicing. A second change order (being requested today) is required to design, test, and deploy invoices. Implementation of invoices (toll only) will enable BATA to return to the violation noticing process for unpaid tolls that was in place prior to March 2020.

Implementation of invoicing on BATA bridges would not only provide a contingency strategy in the event toll collectors cannot serve, but also establishes a first step toward the permanent all electronic tolling that was approved in December 2018. The 2018 plan involved construction of new overhead gantries and demolition of toll canopies along with the installation of a new tolling system that supports Open Road Tolling. However, the current emergency COVID-19 situation necessitates acceleration of the invoicing functions over the toll plaza reconfiguration to ensure BATA's ability to collect toll revenue in a cashless environment.

Deploying the Golden Gate model of all electronic tolling involves multiple tasks and policy decisions, summarized below:

- FasTrak Customer Service Center – To support invoicing, major upgrades are required to the CSC billing system and network and system infrastructure. Operations staff will also need to ramp up to support the increase in electronic customers.
- BATA support – BATA staff will need to prepare for new invoice billing processes, including internal procedures for supporting validation, reconciliation, accounting and audit functions.
- Toll Schedule Revision – Under all electronic tolling, typically the toll amount for those paying by toll invoice is higher than FasTrak to account for the higher costs of processing. In line with the Golden Gate Bridge toll rate categories, we will propose different toll rates for FasTrak, License Plate/One Time Payment, and Toll Invoice accounts.
- Toll tags – To support an anticipated 10 percent increase in FasTrak enrollment, we will need to purchase additional toll tags for the coming year.
- Caltrans Toll Collection – Reductions in toll staff will occur through internal transfers and attrition, and BATA will support educational assistance and job placement for toll collectors.
- Public Communications – A comprehensive communications plan will be developed and deployed to educate bridge users on the conversion, including the introduction of new toll rates.
- Roadway Improvements – Updated signage and striping and pavement marking modifications will communicate toll rates and payment methods and improve traffic flow.

Funding to accelerate all electronic tolling based on the Golden Gate Bridge model is included in the FY2020-21 BATA Toll Bridge Rehabilitation Program budget. Operations costs are included in the FY2020-21 BATA Toll Bridge Program Operating Budget. Funding for subsequent work phases to enhance all electronic tolling beyond deploying the Golden Gate Bridge model, including open road tolling, are dependent on future budgets.

Staff anticipates that the activities to support deployment of the Golden Gate model could be in place by the end of 2020. We intend to seek approval to revise BATA

Resolution 52 to include implementation of toll invoices at the September Committee meeting. Today, staff is requesting approval of four items:

i. Contract Change Order – FasTrak® Customer Service Center Transition to All Electronic Tolling: Conduent State & Local Solutions, Inc. ($10,500,000);

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.

Under this request, a change order will be executed with Conduent to fully develop, test, deploy and operate a comprehensive all electronic tolling program for the BATA bridges. This work includes upgrading the system functions to send monthly invoices, similar to Golden Gate Bridge transactions, escalate unpaid invoices to violation notices, account for the revenue from this new invoicing process, update the website and phone system, purchase equipment and increase staffing to provide customer services for the term of the contract until March 2022. This change order is for an amount not to exceed $10,500,000 comprised of $1,500,000 for development and testing and $9,000,000 for operations through the term of the contract.

Attachment A-1 includes a summary of Conduent and its project team's small business and disadvantaged business enterprise status.

ii. Contract Amendment – FasTrak Public Education for All Electronic Tolling: Caribou Public Relations, Inc. ($990,000);

Based on a competitive selection, BATA entered into a contract with Caribou Public Relations in October 2019. The funds in this Amendment would be used to develop and provide a comprehensive public education campaign about the conversion to all electronic tolling. Public education would include a variety of methods, including:

- Paid advertising primarily featuring digital ads, supplemented by social media advertising;
- Toll booth wraps, which have a significant production cost but attract the most attention;
- Updates to the bayareafastrak.org website;
- Unpaid social media posts using our two channels, Facebook and Twitter;
- Production of print collateral such as toll invoice inserts and updates to the FasTrak handbook.

To maintain consistent messaging for the region's bridges, all public education materials would be developed in coordination with the Golden Gate Bridge, Highway and Transportation District.

Attachment A-2 includes a summary of Caribou Public Relations, Inc., and its project team's small business and disadvantaged business enterprise status.

iii. Purchase Order – FasTrak Toll Tags: Neology, Inc. ($2,881,000)

On November 20, 2019, staff issued an Invitation for Bid (IFB) for a base amount of 1,240,000 internal tags (which includes 390,000 tags to be packaged for retail sales) and 10,000 external tags. The IFB included an option to purchase an additional 1,400,000 internal tags (which includes 400,000 to be packaged for retail sales) and an additional 50,000 external tags. In February 2020, the BATA Oversight Committee approved a purchase order to Neology for the base amount of 1,240,000 internal tags and 10,000 external tags.

To accommodate a transition to all electronic tolling, staff is requesting approval to exercise the IFB option to purchase an additional 500,000 internal tags and 20,000 external tags to support the anticipated increase in FasTrak accounts. Inventory of retail tags is sufficient to support the transition.

	Unit Price	**Quantity of Tags**	**Total Price Including 8.5% Tax**
Internal Tags	$4.68	500,000	$2,538,900
External Tags	$10.50	30,000	$341,775
		Total Price	$2,880,675

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

iv. Contract Amendment - Civil Design for All Electronic Tolling at Southern Bridges: AECOM Technical Services, Inc. ($250,000)

To support all electronic tolling, BATA proposes to replace the portable changeable message signs and conflicting static signs with permanent signage improvements and possible striping improvements. These changes will improve the messaging for bridge users and improve operations at the toll plazas. BATA requires the services of a professional consulting firm to provide engineering services for the conversion.

Under the 2017 Request for Qualifications (RFQ) that established the BATA On-Call Construction Management Design Services Bench, eight firms, including AECOM Technical Services Inc.(AECOM), proposed and were qualified to provide design services. The 2017 RFQ allows for the direct selection of on-call consultants to work on BATA projects.

Given the COVID-19 emergency, desire to improve traffic safety and operations, uncertain schedule and AECOM's past experience and retention of past design files, staff had selected and tasked AECOM, under Executive Director delegated contract authority, with developing signing and striping plans for conversion of the northern toll bridges (Antioch, Benicia-Martinez, Carquinez, and Richmond-San Rafael). AECOM has extensive experience working with BATA in the toll plazas having prepared revised signage plans for the implementation of the Regional Measure 3 toll increase in 2018.

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with AECOM in an amount not to exceed $250,000 to develop signing and striping plans for conversion of the remaining southern toll bridges (San Francisco-Oakland, San Mateo-Hayward, and Dumbarton).

The work resulting from AECOM's civil design is proposed primarily to be an update to signage and striping at the plaza; toll booth infrastructure will remain in place.

Attachment A-3 includes a summary of AECOM 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 the following:

i. Contract Change Order with Conduent in an amount not to exceed $10,500,000 to modify the CSC system and operations to support all electronic tolling, subject to the approval of the FY 2021-22 BATA budget;
ii. Contract Amendment with Caribou Public Relations in an amount not to exceed $990,000 to provide FasTrak public education services for all electronic tolling;
iii. Purchase Order with Neology, Inc. in an amount not to exceed $2,881,000 for FasTrak toll tags needed for the increase in FasTrak enrollment anticipated to support all electronic tolling; and
iv. Contract Amendment with AECOM in an amount not to exceed $250,000 for civil design services to support all electronic tolling at the southern bridges.

Attachments:
Attachment A-1 – Conduent State & Local Solutions, Inc., Small Business and Disadvantaged Business Enterprise Status;
Attachment A-2 – Caribou Public Relations Small Business and Disadvantaged Business Enterprise Status;
Attachment A-3 – AECOM Technical Services, Inc., Small Business and Disadvantaged Business Enterprise Status;
Request for Committee Approval Sheets; and
Power Point Presentation: Preparation for All Electronic Tolling

Therese W. McMillan

Attachment A-1

Conduent State & Local Solutions, Inc., 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.

Attachment A-2

Caribou Public Relations, Inc. Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	**Role on Project**	**Yes**	**If Yes, List #**	**No**	**Yes**	**If Yes, List #**	**No**
Prime Contractor	Caribou Public Relations, Inc.	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.

Attachment A-3
AECOM Technical Services, Inc., Small Business Enterprise and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	**Role on Project**	**Yes**	**If Yes, List #**	**No**	**Yes**	**If Yes, List #**	**No**
Prime Contractor	AECOM Technical Services, Inc.	Project Management; Preliminary Engineering, Traffic Operations Analysis, Environmental Studies			X			X
Sub Contractor	Associated Right of Way Services, Inc.	Right-of-Way			X			X
	BayMetrics	Data Collection	X	28904				X
	Bess Testlab, Inc.	Utilities Support	X	34267				X
	Earthview Science	Visual Services			X	X	2011133	
	Econ Northwest	Revenue Analysis			X			X
	Elite Transportation Group	Travel Demand Forecast	X	45726		X	2011002	
	Illingworth & Rodkin, Inc.	Acoustic Support			X			X
	Pitcher Services, LLC	Geotechnical Support			X			X
	Radman Aerial Surveys	Aerial Surveys			X			X
	WRECO	Drainage Support	X	30066				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 & Local Solutions, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Support deployment of all electronic tolling
Brief Scope of Work:	Develop, test, deploy, equip and operate a comprehensive all electronic tolling program for the BATA bridges
Project Cost Not to Exceed:	This Change Order: $10,500,000 Current contract amount before this Change Order: $215,644,475 Maximum contract amount after this Change Order: $226,144,475 (this total does not include other July 8, 2020 contract approval actions)
Funding Source:	BATA Toll Bridge Rehabilitation Program and Toll Bridge Operating Budget
Fiscal Impact:	$1,500,000 in funds are included in the FY 2020-21- BATA Toll Bridge Rehabilitation Program budget. $3,750,000 in funds for operations are included in the FY 2020-21 Toll Bridge Program Operating Budget and $5,250,000 in funds are subject to the approval of the FY 2021-22 Toll Bridge Program Operating Budgets
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 BATA Oversight Committee Summary Sheet dated July 8, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of $10,500,000 for such contract change order, subject to the approval of the FY 2021-22 BATA budget.

BATA Oversight Committee:

Amy Worth, Chair

Approved: July 8, 2020

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 all electronic tolling 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 educate drivers about conversion to all electronic tolling
Project Cost Not to Exceed:	Original Contract Amount: $1,850,000 This Contract Amendment: $990,000 New Total Contract Amount: $2,840,000
Funding Source:	BATA Toll Bridge Program Operating Funds
Fiscal Impact:	Funds are included in the FY 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 July 8, 2020, and the Chief Financial Officer is authorized to set aside funds in the amount of $990,000 for such contract amendment.

BATA Oversight Committee: _____

Amy Worth, Chair

Approved: July 8, 2020

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Purchase Order

Work Item No.:	1253
Vendor:	Neology, Inc. San Diego, CA
Work Project Title:	Internal 6C FasTrak® Toll Tags
Purpose of Project:	To provide internal and external FasTrak® toll tags.
Brief Scope of Work:	Provide FasTrak® toll tags to support the regional toll bridges and express lanes operations.
Project Cost Not to Exceed:	$2,881,000
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	Funds in the amount of $2,881,000 are included in the FY 2020-21 Toll Bridge Rehabilitation Program Budget
Motion by Committee:	That the Executive Director or designee is authorized to issue a purchase order to Neology to provide internal and external 6C FasTrak® toll tags as described above and in the BATA Oversight Committee Summary Sheet dated July 8, 2020 and the Chief Financial Officer is directed to set aside funds in the amount of $2,881,000 for such purchase order.

BATA Oversight Committee:

_____

Amy R. Worth, Chair

Approved: July 8, 2020

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

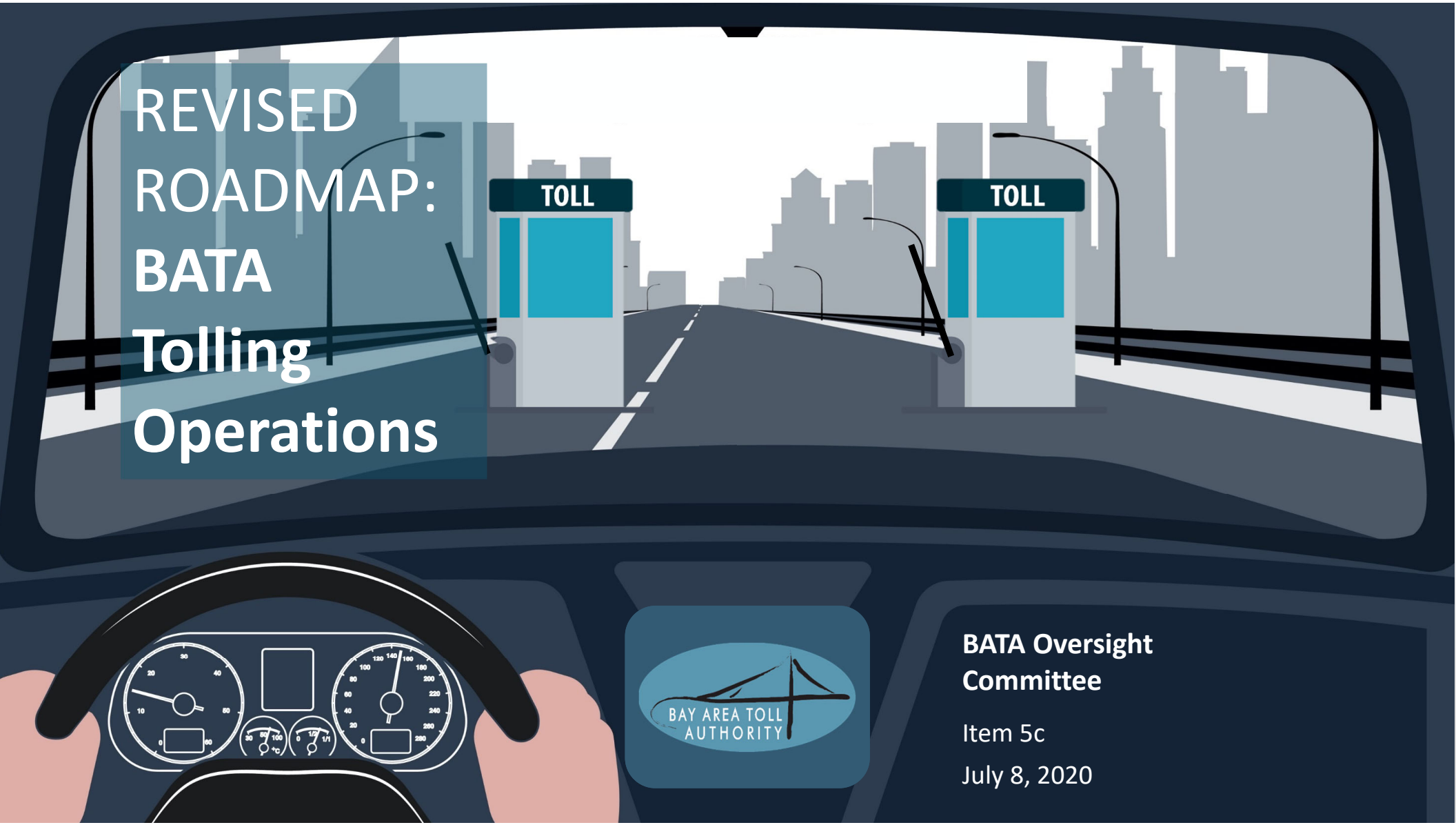
Work Item No.:	1251
Contractor:	AECOM Technical Services, Inc. San Francisco, CA
Work Project Title:	Civil design for conversion to all electronic tolling at the southern bridges
Purpose of Project:	Civil design to support conversion of toll plazas to all electronic tolling
Brief Scope of Work:	Design permanent signage and striping to remove cash collection and convert to all electronic tolling
Project Cost Not to Exceed:	$250,000 this amendment Total contract value before this amendment: $6,550,000 Maximum contract amount after this amendment: $6,800,000
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	$250,000 is included in the Toll Bridge Rehabilitation Program budget for FY 2020-21.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with AECOM Technical Services, Inc., to provide program management and oversight services as described above and in the BATA Oversight Committee Summary Sheet dated, July 8, 2020 and the Chief Financial Officer is authorized to set aside funds in the amount of $250,000 for such contract amendment.

BATA Oversight Committee:

Amy Worth, Chair

Approved: July 8, 2020

REVISED ROADMAP: **BATA Tolling Operations**



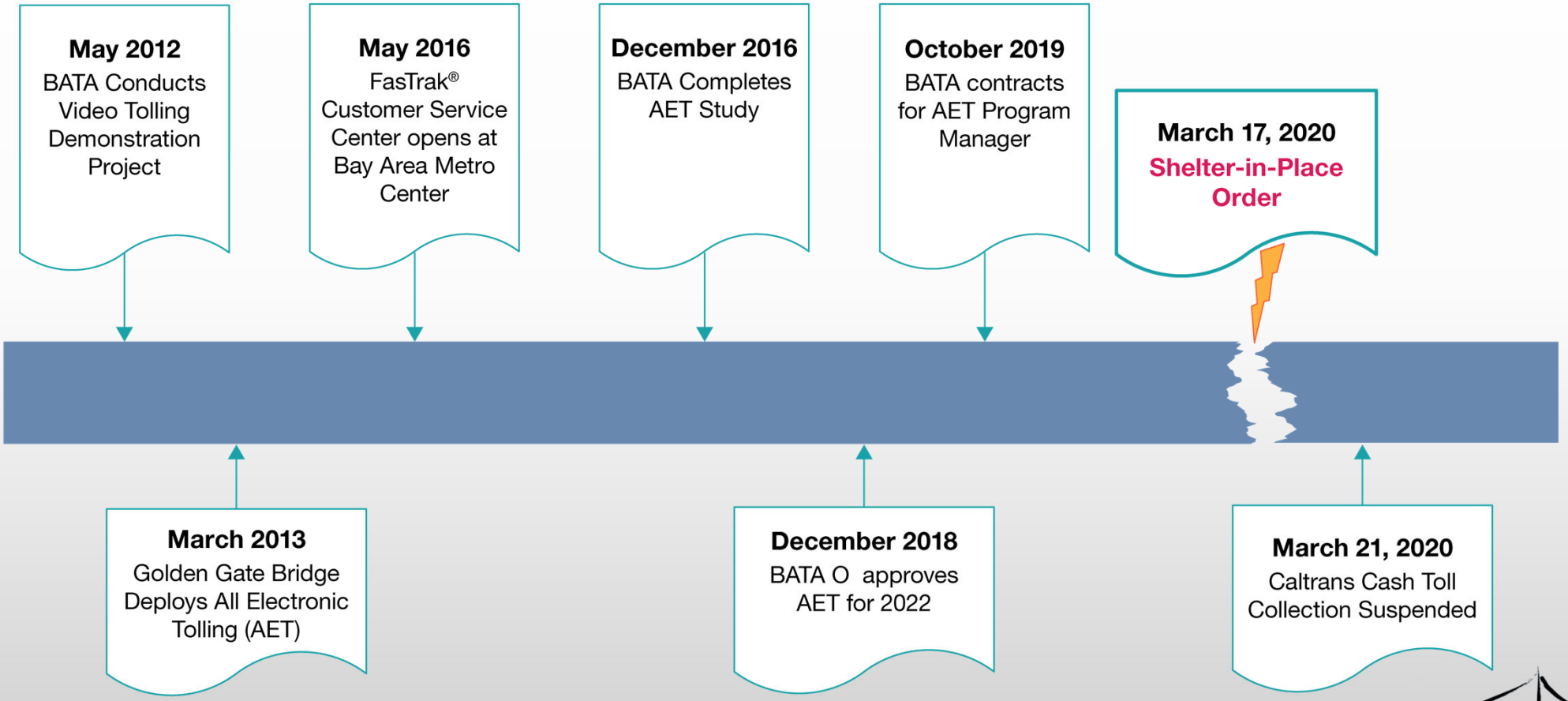
BAY AREA TOLL AUTHORITY

BATA Oversight Committee

Item 5c

July 8, 2020

AET PLANNING, COVID-19 CASHLESS TOLLING



BAY AREA TOLL AUTHORITY

HOW BATA TOLLING CHANGED FOR CASH PAYERS

Traditional Tolling

Violation Notice
$25 per Transaction

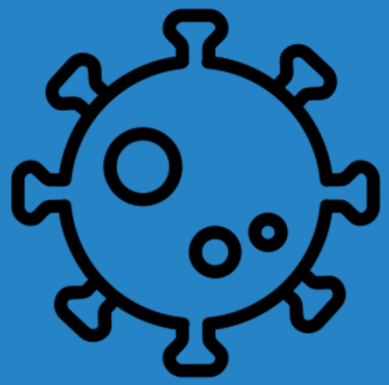
Unpaid

Second Notice
$70 per transaction

Unpaid

Collections/DMV Hold

Cashless Tolling



Cashless Notice
Toll only

AN IMPORTANT MESSAGE FROM FASTRAK® IN RESPONSE TO COVID-19

No cash payment is being collected at Bay Area bridges beginning 3/21/20. This is not a violation. It is a bill for your toll. You can pay it at bayareafastrak.org. Just click on **Look Up Violation or Invoice.**

You can also use other self-service features at bayareafastrak.org or through our automated phone service at 877-BAY-TOLL.

If you already had a violation, FasTrak is temporarily delaying additional penalties on violations and sending unpaid notices to DMV hold or collections for travelers on the seven state-owned bridges. **Golden Gate Bridge travelers will continue to receive penalties.** Both of these will go back into effect at a later date.

FASTRAK®

BAYAREAFASTRAK.ORG • 877-BAY-TOLL

BAY AREA TOLL AUTHORITY

GETTING BACK ON TRACK WITH AET

GOALS

- Collect tolls
- Ensure public safety
- Reduce risk
- Preserve alternatives for cash customers

BAY AREA TOLL AUTHORITY

AET IMPLEMENTATION PLAN

PHASE 1

CUSTOMER SERVICE CENTERSYSTEM UPGRADE

OPERATIONAL READINESS

PUBLIC OUTREACH

TOLL PLAZA IMPROVEMENTS

CALTRANS TOLL COLLECTION

PHASE 2

- Improve Financial Reporting
- Upgrade Cash Payment Network

PHASE 3+

- Add Payment Options
- Replace Toll System
- Open Road Tolling

2020

2021+

BAY AREA TOLL AUTHORITY

ALIGNS WITH GOLDEN GATE BRIDGE

- Send an invoice for toll only
- Promote new payment methods
- Re-establish violation processes
- Implement internal procedures to support invoice processing

AET Phase 1: Introduce Invoices to Replace Cashless Tolling

Cashless Tolling

Cashless Notice
Toll Only

All Electronic Tolling

Invoice

Unpaid

Violation Notice
$25 per transaction

Unpaid

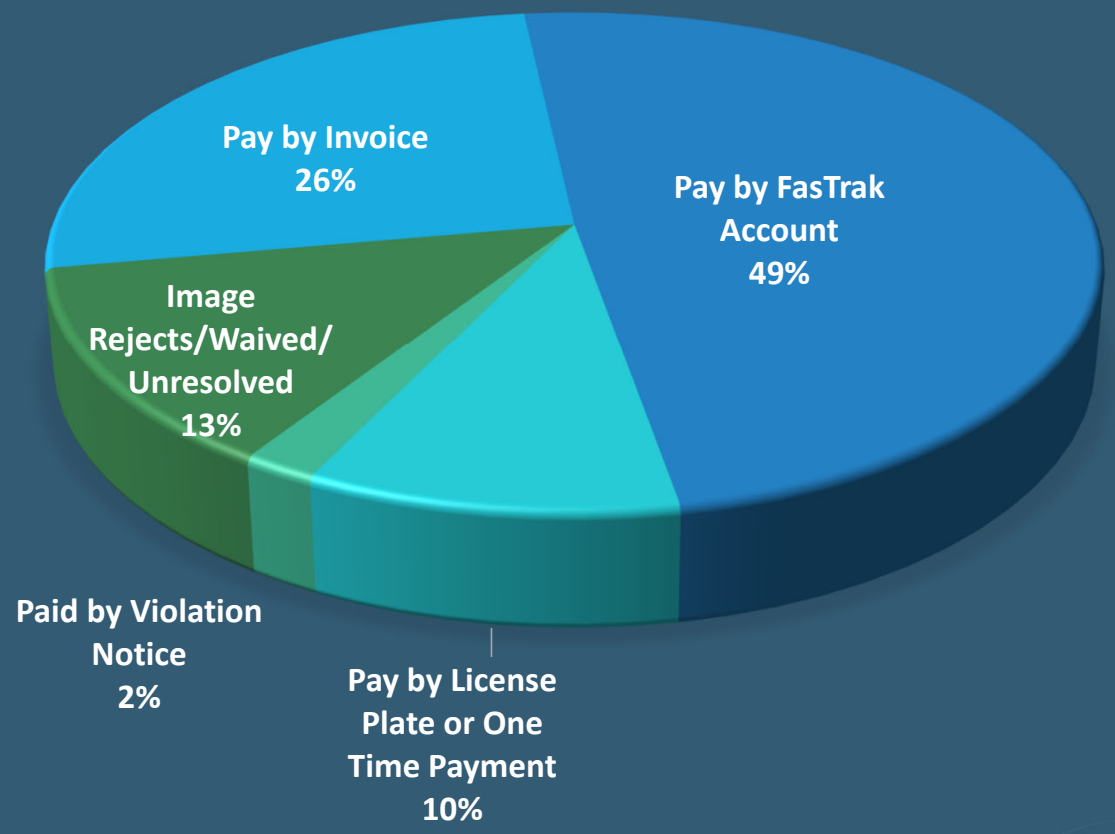
Second Notice
$70 per transaction

CUSTOMER SERVICE CENTER UPGRADES

- Expand network and phone system for higher volumes
- Enhance payment processing capabilities
- Modify business rules to include invoice flow
- Update website

ESTIMATED PAYMENT BY FORMER CASH CUSTOMERS

- **59%** electronic payment
- **26%** pay by invoice
- More mailing & customer service



Source: KPMG Report on AET Feasibility (April 2020)

BAY AREA TOLL AUTHORITY

PUBLIC OUTREACH

Educate customers about AET and payment options

Open a *FasTrak®* account and save!

Payment Options

- FasTrak Account
- License Plate Account, including One-Time-Payment
- Invoice

Cash Payment Options

- Open a FasTrak Account with cash replenishment
- Use Cash Payment Network to replenish accounts or pay invoices

BAY AREA TOLL AUTHORITY

TOLL PLAZA IMPROVEMENTS

Install updated signage and modify striping & pavement markings before and after each of the tolling locations

CALTRANS TOLL COLLECTION
Plan for transitioning toll staff

Downsizing Process

- Caltrans Headquarters leads effort
- Requested 45 days notice prior to first conversion
- Online training for Caltrans toll staff to learn about CSC opportunities

Available Toll Staff Outcomes

- Receive priority applying for new Caltrans positions
- Opportunity to transfer within Caltrans
- MTC provides financial assistance for education, retention

BATA COMMITTEE SCHEDULE & ITEMS

May 2020:

- Change Order to Conduent for Lockbox Deployment ($500K) - Approved

June 2020:

- Change Order to Conduent for network upgrade and AET design ($500K) - Approved

July 2020:

- Change Order to Conduent for AET Development/Testing and Operations ($10.5M: $1.5M development/test and $9M operations);
- Purchase Order for tags from Neology ($2.9M);
- Amendment to Caribou for AET customer education ($990K);
- Contract to AECOM for civil design for southern bridges ($200K)

September 2020:

- Update BATA Resolution #52 to allow invoicing

Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #:	20-1096	**Version:**	1	**Name:**	
Type:	Report			**Status:**	Informational
File created:	7/1/2020			**In control:**	Bay Area Toll Authority Oversight Committee
On agenda:	7/8/2020			**Final action:**	
Title:	I-880 Express Lanes, I-680 Express Lanes Clean Air Vehicle and FasTrak® Marketing Campaign A presentation of images for the campaign to promote the opening of the I-880 Express Lanes and the new clean air vehicle requirement for the I-680 Express Lanes in Fall.				
Sponsors:					
Indexes:					
Code sections:					
Attachments:					

Date	Ver.	Action By	Action	Result

Subject:
I-880 Express Lanes, I-680 Express Lanes Clean Air Vehicle and FasTrak® Marketing Campaign

A presentation of images for the campaign to promote the opening of the I-880 Express Lanes and the new clean air vehicle requirement for the I-680 Express Lanes in Fall.

Presenter:
Lysa Hale

Recommended Action:
Information

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Bay Area Toll Authority
Oversight Committee

July 8, 2020 **Agenda Item 6a - 20-1096**

I-880 Express Lanes, I-680 Express Lanes Clean Air Vehicle and FasTrak® Marketing Campaign

Subject: A presentation of images for the campaign to promote the opening of the I-880 Express Lanes and the new clean air vehicle requirement for the I-680 Express Lanes in Fall.

Background: The I-880 Express Lanes are on track to begin operation in September 2020. The project is converting the existing high-occupancy vehicle lanes to express lanes in Alameda County from Hegenberger Road to Dixon Landing Road in the southbound direction and from Dixon Landing Road to Lewelling Boulevard in the northbound direction.

This item presents the advertising images developed to promote the opening of I-880 Express Lanes and use of FasTrak in the lanes, as requested by Chair Haggerty at the June BAIFA meeting.

Staff plans two primary complementary campaigns to promote (1) the opening of the I-880 Express Lanes and (2) the need to get a FasTrak toll tag to use the lanes. A smaller supplementary campaign will promote the new requirement to have a FasTrak CAV toll tag to get a clean air vehicle discount on the I-680 Contra Costa Express Lanes.

The first is a public information campaign that uses graphics to educate people about how the I-880 Express Lanes work. The style was inspired by the artwork used in fall 2019 when VTA launched the SR-237 express lane extension. Because we want to stress where policies are consistent and to leverage messaging efforts across agencies, MTC is including the SR-237 shield in ads where the message applies to these connected corridors.

We are relying on digital advertising (including on social media), 511, transit exterior ads, gas station ads and local communications to share this information.

The second advertising campaign promotes the need to get a FasTrak transponder to use the I-880 Express Lanes. This campaign is more stylized and will be implemented in social media and digital ads, in Facebook videos, and on radio – both “new” radio like Pandora as well as traditional radio. For the clean air vehicle-discount portion of the campaign, we will use ads at public charging stations as well as digital ads.

Unfortunately, in pulling together the material for the June BAIFA meeting, staff inadvertently used an image from an early draft, conceptual document that had subsequently been discarded as inappropriate for a FasTrak

campaign. This was a regrettable occurrence, and staff will be sure to step up our coordinated review process so that this does not occur again.

Recommendation: This item is for information only.

Attachments: Presentation

Therese W. McMillan

I-880 EXPRESS LANES PUBLIC INFORMATION CAMPAIGN

BATA OVERSIGHT COMMITTEE

JULY 8, 2020

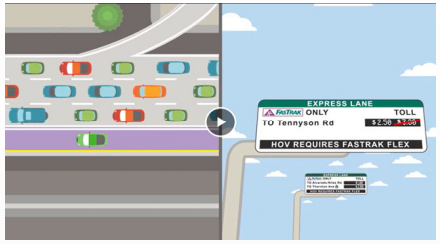
I-880 & 680 Express Lanes Public Information Artwork

Focuses on educating about how lanes work

Digital Ads, Social Media, and Out-of-Home

Educational Videos

Understanding Tolls



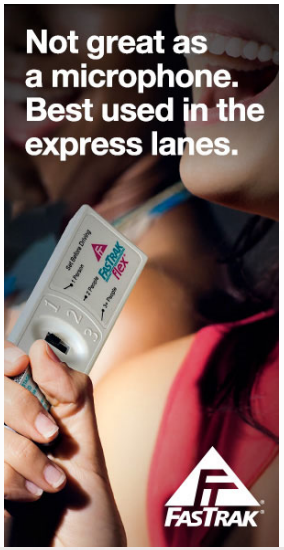
Carpooling

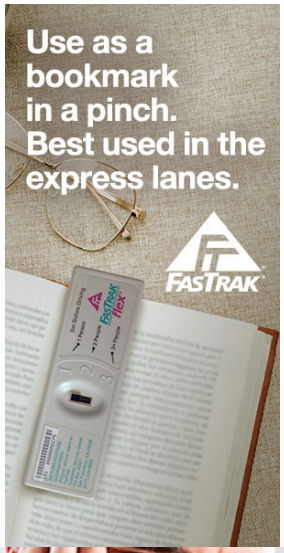
Clean Air Vehicles

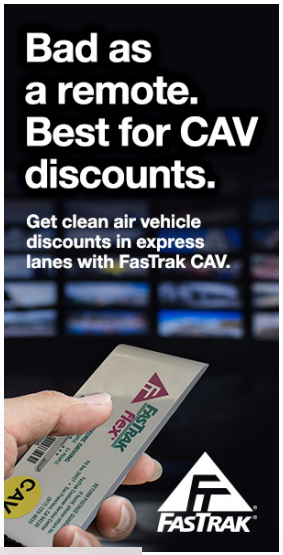
BAY AREA TOLL AUTHORITY

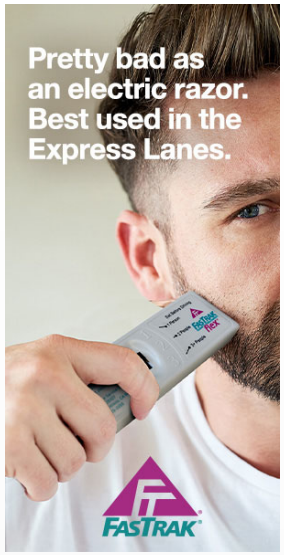
I-880/680 Get FasTrak Advertising Campaign

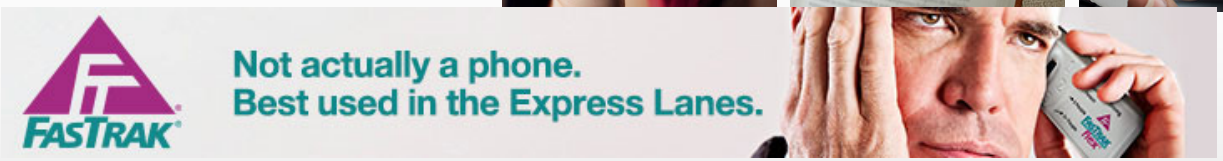
Focuses on getting a toll tag for use in the express lanes

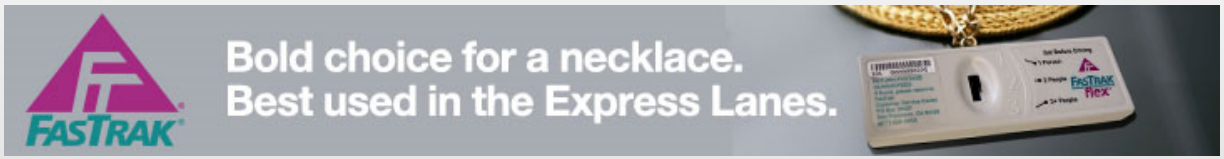












Digital Ads

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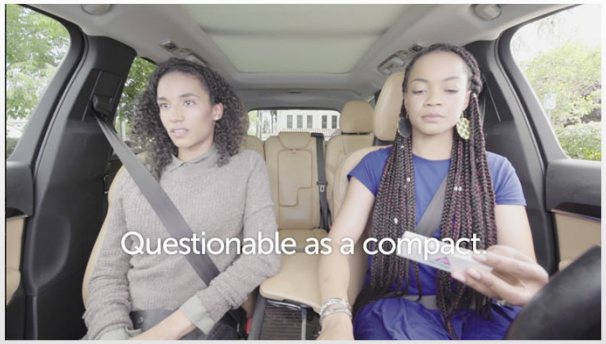
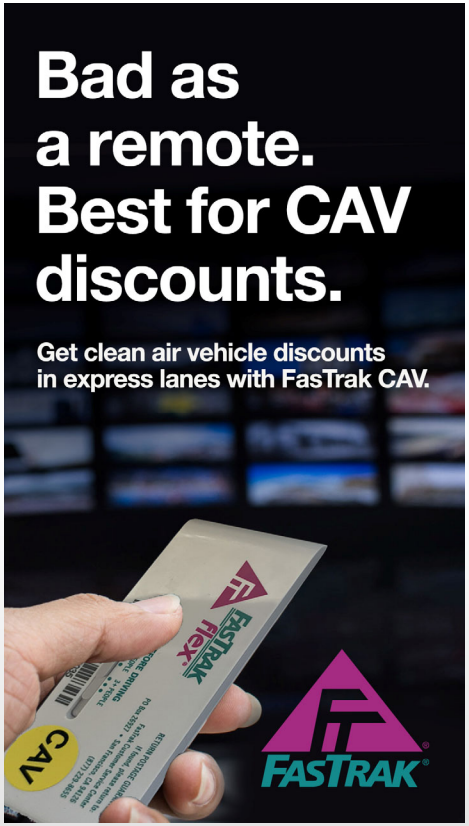
I-880/680 Get FasTrak Advertising Campaign

Focuses on getting a toll tag for use in the express lanes



Social Media Videos



Charging Station Ad

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