



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*

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Wednesday, November 4, 2020

1:40 PM

Board Room - 1st Floor (REMOTE)

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**\*\*\* PLEASE NOTE DATE AND TIME \*\*\***

The Bay Area Toll Authority Oversight Committee is scheduled to meet on Wednesday, November 4, 2020 at 1:40 p.m., or immediately following the 1:35 p.m. Programming and Allocations Committee meeting 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/84511059623>

Join by Telephone: (for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 408 638 0968 or +1 346 248 7799 or +1 253 215 8782 or +1 312 626 6799  
or +1 646 876 9923 or +1 301 715 8592 or 888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 845 1105 9623

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](mailto: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. [20-1446](#) Minutes of the October 14, 2020 meeting
- Action: Committee Approval
- Attachments: [2a - 20-1446 - 10-14-2020 BATA O Draft Minutes.pdf](#)
- 2b. [20-1477](#) Contract Change Order - FasTrak® Regional Customer Service Center: Additional Infrastructure Upgrade Costs to Support All Electronic Tolling: Conduent State and Local Solutions, Inc. (\$1,000,000)
- Action: Committee Approval
- Presenter: Beth Zelinski
- Attachments: [2b - 20-1477 ContractChangeOrder Conduent Infrastructure Upgrades for AET.](#)

## 3. Public Comment / Other Business

## 4. Adjournment / Next Meeting

The next meeting of the BATA Oversight Committee is scheduled to be held on Wednesday, December 9, 2020 at 9:35 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA 94105 (remotely and by webcast as appropriate depending on the status of any shelter in place orders).

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

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

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

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

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

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

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

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

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



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

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**File #:** 20-1446      **Version:** 1      **Name:**

**Type:** Minutes      **Status:** Committee Approval

**File created:** 9/22/2020      **In control:** Bay Area Toll Authority Oversight Committee

**On agenda:** 11/4/2020      **Final action:**

**Title:** Minutes of the October 14, 2020 meeting

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [2a - 20-1446 - 10-14-2020 BATA O Draft Minutes.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**  
Minutes of the October 14, 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*

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Wednesday, October 14, 2020

9:35 AM

Board Room - 1st Floor (REMOTE)

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### Call Remote Meeting to Order

#### 1. Roll Call / Confirm Quorum

**Present:** 8 - Commissioner Bruins, Commissioner Dutra-Vernaci, Commissioner Glover, Commissioner Josefowitz, Commissioner Papan, Commissioner Ronen, Commissioner Schaaf, and Chair Worth

Non-Voting Member Absent: Commissioner Tavares

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

Ad Hoc Non-Voting Members Present: Commissioner Cortese, Commissioner Giacomini, Commissioner Mackenzie, and Commissioner Sperring

#### 2. Pledge of Allegiance

#### 3. Compensation Announcement (Clerk)

#### 4. Consent Calendar

Upon the motion by Commissioner Bruins and the second by Commissioner Glover, the Consent Calendar was unanimously approved by the following vote:  
The motion carried by the following vote:

**Aye:** 8 - Commissioner Bruins, Commissioner Dutra-Vernaci, Commissioner Glover, Commissioner Josefowitz, Commissioner Papan, Commissioner Ronen, Commissioner Schaaf and Chair Worth

4a. [20-1321](#) Minutes of the September 9, 2020 meeting

**Action:** Committee Approval

4b. [20-1325](#) Contract Amendment - Advanced Toll Collection and Accounting System (ATCAS II): TransCore, LP (\$742,547)

**Action:** Committee Approval

**Presenter:** Jeff Gerbracht

### 5. Public Comment / Other Business

Aleta Dupree was called to speak.

### 6. Adjournment / Next Meeting:

The next meeting of the BATA Oversight Committee is scheduled to be held on \*\*\*  
Wednesday, November 4, 2020 at 1:40 p.m. \*\*\* at the Bay Area Metro Center, 375  
Beale Street, San Francisco, CA 94105 (remotely and by webcast as appropriate  
depending on the status of any shelter in place orders).



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

**File #:** 20-1477      **Version:** 1      **Name:**  
**Type:** Contract      **Status:** Committee Approval  
**File created:** 9/25/2020      **In control:** Bay Area Toll Authority Oversight Committee  
**On agenda:** 11/4/2020      **Final action:**  
**Title:** Contract Change Order - FasTrak® Regional Customer Service Center: Additional Infrastructure Upgrade Costs to Support All Electronic Tolling: Conduent State and Local Solutions, Inc. (\$1,000,000)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [2b - 20-1477 ContractChangeOrder Conduent Infrastructure Upgrades for AET.pdf](#)

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

Contract Change Order - FasTrak® Regional Customer Service Center: Additional Infrastructure Upgrade Costs to Support All Electronic Tolling: Conduent State and Local Solutions, Inc. (\$1,000,000)

### Presenter:

Beth Zelinski

### Recommended Action:

Committee Approval

# Bay Area Toll Authority Oversight Committee

November 4, 2020

Agenda Item 2b - 20-1477


## Contract Change Order – FasTrak® Regional Customer Service Center: Additional Infrastructure Upgrade Costs to Support All Electronic Tolling: Conduent State and Local Solutions, Inc. (\$1,000,000)

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- 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) for additional system and equipment upgrade costs to support all electronic tolling on the BATA bridges in an amount not to exceed \$1,000,000.
- 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.
- In June, this Committee approved a change order for Conduent to begin the initial development work to expand network and system infrastructure to accommodate the increasingly higher transaction volumes and customer interactions associated with the current emergency cashless environment and to begin initial plans and design work to incorporate all electronic tolling. Under this change order, Conduent would deploy additional system, equipment and software upgrades including improvements to the telephone system to increase the capacity for phone agents and self service, and deploy a new more robust system that includes more reliability, supporting work from home agents and modern management features.
- 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 \$1,000,000 for system and equipment upgrades to support all electronic tolling on BATA bridges.



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

  
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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.:	1253
Vendor:	Conduent State and Local Solutions, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Support system and equipment upgrades
Brief Scope of Work:	Upgrade CSC system and equipment to support all electronic tolling on BATA bridges
Project Cost Not to Exceed:	This Change Order: \$1,000,000  Current contract amount before this Change Order: \$255,644,475  Maximum contract amount after this Change Order: \$256,644,475
Funding Source:	BATA Toll Bridge Rehabilitation Program
Fiscal Impact:	Funds are included in the FY 2020-21 BATA 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 BATA Oversight Committee Summary Sheet dated November 4, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$1,000,000 for such contract change order.
BATA Oversight Committee:	

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Amy Worth, Chair

Approved: November 4, 2020