

**METROPOLITAN  
TRANSPORTATION  
COMMISSION**  
**Meeting Transcript**



APRIL 14, 2023

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**OPERATIONS COMMITTEE**

**FRIDAY, APRIL 14, 2023, 9:35 AM**

**CHAIR, DAVID RABBITT:** GOOD MORNING, EVERYONE. WELCOME TO THE OPERATIONS COMMITTEE FOR APRIL 14TH, 2023. I'M DAVID RABBITT. CALLING THE MEETING TO ORDER. ROLL CALL PLEASE? CHAIR RABBITT?

**CHAIR, DAVID RABBITT:** HERE. I THOUGHT YOU WERE REMINDING ME TO READ THE REST OF THIS. I JUST NOTICED. [LAUGHTER]

**CLERK, MARTHA SILVER:** YOU CAN DO IT AFTER ROLL CALL.

**CLERK, MARTHA SILVER:** VICE CHAIR NOACK.

**V. CHAIR NOACK:** I AM HERE IN CASE HE REALLY LOSES IT.

**CLERK, MARTHA SILVER:** COMMISSIONER AHN IS ABSENT. CANEPA?

**DAVID CANEPA:** HERE.

**CLERK, MARTHA SILVER:** DUTRA-VERNACI?

**CAROL DUTRA-VERNACI:** HERE.



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1 **CLERK, MARTHA SILVER:** GIACOPINI NON-VOTING IS ABSENT. MAHAN?

2

3 **MATT MAHAN:** HERE.

4

5 **CLERK, MARTHA SILVER:** MOULTON-PETERS?

6

7 **STEPHANIE MOULTON-PETERS:** HERE.

8

9 **CLERK, MARTHA SILVER:** SPERING?

10

11 **JAMES SPERING:** HERE.

12

13 **CLERK, MARTHA SILVER:** WE HAVE A QUORUM.

14

15 **CHAIR, DAVID RABBITT:** THANK YOU. I WOULD LIKE TO CALL THE  
16 MEETING TO ORDER. JUST REMIND PEOPLE THIS IS BEING WEBCAST ON  
17 THE MTC WEB SITE. MEMBERS OF THE PUBLIC PARTICIPATING BY ZOOM  
18 WISHING TO SPEAK SHOULD USE THE RAISED HAND FEATURE OR DIAL  
19 STAR NINE AND I WILL CALL YOU AT THE APPROPRIATE TIME. AND THE  
20 TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR  
21 DIGITS OF THEIR PHONE NUMBER. SO, WITH THAT, WE SHALL MOVE ON  
22 TO AGENDA ITEM TWO, WHICH IS THE PLEDGE OF ALLEGIANCE. STAND  
23 WITH ME PLEASE. [ PLEDGE OF ALLEGIANCE ] "I PLEDGE ALLEGIANCE  
24 TO THE FLAG OF THE UNITED STATES OF AMERICA, AND TO THE



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1 REPUBLIC FOR WHICH IT STANDS, ONE NATION UNDER GOD,  
2 INDIVISIBLE, WITH LIBERTY AND JUSTICE FOR ALL."

3

4 **CHAIR, DAVID RABBITT:** GREAT. THANK YOU VERY MUCH. AND WITH  
5 THAT CAN WE HAVE THE COMPENSATION ANNOUNCEMENT?

6

7 **CLERK, MARTHA SILVER:** AS AUTHORIZED BY STATE LAW I AM MAKING  
8 THE FOLLOWING ANNOUNCEMENT. EACH MEMBER OF THE BOARD HERE  
9 TODAY WILL BE ENTITLED TO RECEIVE \$100 PER MEETING ATTENDED UP  
10 TO A MAXIMUM OF \$500 PER MONTH PER AGENCY. THIS AMOUNT IS A  
11 PROVIDED AS A RESULT OF CONVENING A MEETING FOR WHICH EACH  
12 MEMBER IS ENTITLED TO COLLECT SUCH AMOUNT.

13

14 **CHAIR, DAVID RABBITT:** GREAT. THANK YOU VERY MUCH. MOVING TO  
15 AGENDA ITEM FOUR, WHICH IS THE CONSENT CALENDAR. WE HAVE ITEMS  
16 4A THROUGH 4I TODAY. THIS IS AROUND ACTION ITEM. AND I'LL LOOK  
17 TO MY COLLEAGUES IF ANY WISH TO PULL AN ITEM FROM THE CONSENT  
18 CALENDAR TODAY. NOT SEEING ANY HANDS RAISED. I'LL LOOK FOR  
19 QUESTIONS COMMENTS OR CONCERNS ON THE CONSENT CALENDAR. IF NOT  
20 MOTION AND SECOND?

21

22 **V. CHAIR, SUE NOACK:** SO MOVED.

23

24 **SPEAKER:** SECOND.

25



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1 **CHAIR, DAVID RABBITT:** WE HAVE A MOTION BY DIRECTOR --

2

3 **V. CHAIR, SUE NOACK:** VICE CHAIR NOACK.

4

5 **CHAIR, DAVID RABBITT:** AND WE HAD A SECOND AS WELL. SO, WITH  
6 THAT, DO WE HAVE EVERYONE HERE TODAY? OR DO YOU WANT TO DO A  
7 ROLL CALL?

8

9 **CLERK, MARTHA SILVER:** WE HAVE TO DO A ROLL CALL.

10

11 **CAROL DUTRA-VERNACI, CHAIR:** OKAY PLEASE. ROLL CALL PLEASE.

12

13 **CLERK, MARTHA SILVER:** THERE ARE NO MEMBERS OF THE PUBLIC WITH  
14 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED  
15 ON THIS ITEM. ARE THERE ANY MEMBERS AT THE REMOTE LOCATION  
16 WISHING TO SPEAK ON THIS ITEM? SEEING NONE. CHAIR RABBITT?

17

18 **CHAIR, DAVID RABBITT:** AYE.

19

20 **CLERK, MARTHA SILVER:** NOACK?

21

22 **V. CHAIR SUE NOACK:** YES.

23

24 **CLERK, MARTHA SILVER:** AHN IS ABSENT. CANEPA?

25



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1 **DAVID CANEPA:** YES.

2

3 **CLERK, MARTHA SILVER:** DUTRA-VERNACI?

4

5 **CAROL DUTRA-VERNACI:** AYE.

6

7 **CLERK, MARTHA SILVER:** MAHAN.

8

9 **MATT MAHAN:** AYE.

10

11 **CLERK, MARTHA SILVER:** MOULTON-PETERS?

12

13 **STEPHANIE MOULTON PETERS:** YES.

14

15 **CLERK, MARTHA SILVER:** SPERING.

16

17 **JAMES P. SPERING:** AYE.

18

19 **CLERK, MARTHA SILVER:** MOTION PASSES UNANIMOUSLY BY ALL MEMBERS  
20 PRESENT.

21

22 **CHAIR, DAVID RABBITT:** WE'LL MOVE TO AGENDA ITEM FIVE CONTRACT  
23 OF THE BAY AREA COMMUTER BENEFITS PROGRAM OPERATIONS WSP USA,  
24 INC. APPROVAL OF A THREE YEAR CONTRACT WITH WSP USA, INC. TO



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1 MANAGE COMMUTER BENEFITS PROGRAM OPERATIONS NOT TO EXCEED  
2 \$4,998,938, AND CHRISTINE MALEY-GRUBL WILL PRESENT THIS ITEM.

3

4 **CHRISTINE MALEY-GRUBL:** GOOD MORNING CHAIR RABBITT AND MEMBERS.  
5 MY NAME IS CHRISTINE MALEY-GRUBL OF THE FIELD OPERATIONS ASSET  
6 MANAGEMENT TEAM AND PROJECT LEAD OF THE COMMUTER BENEFITS  
7 PROGRAM OPERATIONS PROCUREMENT. I'M GLAD TO BE HERE THIS  
8 MORNING. I'LL BE SEEKING APPROVAL FOR THE COMMUTER BENEFITS  
9 PROGRAM OPERATIONS CONTRACT WITH WSP USA. FIRST I WOULD LIKE  
10 TO PROVIDE YOU BACKGROUND ON THE COMMUTER BENEFITS PROGRAM.  
11 NEXT SLIDE. THIS SLIDE SERVES AS AN OVERVIEW OF WHERE WE HAVE  
12 BEEN AND THE NEXT SLIDE WILL TOUCH ON THE PROGRAM'S FUTURE.  
13 THIS SLIDE REPRESENTS A STRONG TEN-YEAR PARTNERSHIP WITH THE  
14 AIR DISTRICT. IN 2012, THE PROGRAM WAS AUTHORIZED UNDER SENATE  
15 BILL 1339, AS A PILOT AND LAUNCHED IN 2014, REQUIRING  
16 EMPLOYERS WITH 50 OR MORE FULL-TIME EMPLOYEES WITHIN THE  
17 BOUNDARIES OF THE AIR DISTRICT TO PROVIDE COMMUTER BENEFITS TO  
18 THEIR EMPLOYEES. WITH THE PURPOSE OF THE PROGRAM BEING TO  
19 REDUCE GREENHOUSE GAS EMISSIONS AND VEHICLE MILES TRAVELED  
20 FROM DRIVE ALONE COMMUTING. MTC'S FOCUS HAS BEEN TO PROVIDE  
21 EMPLOYER REGISTRATION SUPPORT THROUGH CONSULTANT SERVICES  
22 WHILE THE AIR DISTRICT IS PRIMARILY RESPONSIBLE FOR PROGRAM  
23 ENFORCEMENT. THE PROGRAM IS THE FOUNDATION FOR THE PLANNED BAY  
24 AREA 2050 IMPLEMENTATION PLAN STRATEGY EN7 TO EXPAND COMMUTE  
25 TRIP REDUCTION PROGRAMS AND MAJOR EMPLOYERS AND IS A COURSE



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1 STRATEGY TO HELP REDUCE GREENHOUSE GAS EMISSIONS. IN 2017  
2 SENATE BILL 1128 AUTHORIZED MTC AND THE AIR DISTRICT TO  
3 CONTINUE THE PROGRAM ON AN ONGOING BASIS. EMPLOYEES SUBJECT TO  
4 THE PROGRAM ARE REQUIRED TO REGISTER VIA THE PROGRAM WEB SITE  
5 SELECT A COMMUTER BENEFIT AND OFFER THE BENEFIT TO THEIR  
6 EMPLOYEES. AT OUTLINED IN THE AIR DISTRICT'S REGULATION 14  
7 RULE ONE. FROM THE PILOT LAUNCH TO 2017 THIS FIRST PHASE OF  
8 THE PROJECT FOCUSED ON REGISTRATION SUPPORT RATHER THAN  
9 COMPLIANCE TO PROVIDE EMPLOYERS OPPORTUNITY TO RECEIVE THE  
10 INFORMATION AND TO REGISTER. IN 2017 WHEN THE PROGRAM BECAME  
11 PERMANENT MORE OUTREACH WAS CONDUCTED BY MTC AND THE AIR  
12 DISTRICT BEGAN TO ISSUE ADVISORIES ABOUT THE NEURAL PERMANENT  
13 PROGRAM. FROM 2018 TO 2020 WITH THE MODEST INCREASE IN OUR  
14 CONSULTANT BUDGET, MTC SUBSCRIBED TO ADDITIONAL DATA SOURCES  
15 TO SUPPLEMENT THE INITIAL PURCHASE DATA AND ALLOCATE THE  
16 RESOURCES FOR DATA QUALITY ASSURANCE AND QUALITY CONTROL. A  
17 LARGE EMPLOYER LIST WAS COMPILED AND THE AIR DISTRICT STARTED  
18 ENFORCEMENT RELATED ACTIVITIES. THEN FROM 2020 TO 2022, AS YOU  
19 CAN IMAGINE, IN CONSIDERATION OF EMPLOYER CHALLENGES WITH THE  
20 PANDEMIC OUTREACH AND ENFORCEMENT EFFORTS WERE SCALED BACK.  
21 NOW, GIVEN THE IMPORTANCE OF THE PROGRAM TO SERVE AS A  
22 STARTING POINT FOR ENS COUPLED WITH EIGHT YEARS OF OPERATIONAL  
23 EXPERIENCE, MTC DEVELOPED A PROCUREMENT STRATEGY WITH INPUT  
24 FROM THE AIR DISTRICT THAT FOCUSES ON STRINGING THE FOUNDATION  
25 OF THE COMMUTER BENEFITS PROGRAM THROUGH PROGRAM PRIORITIES





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1 BASED ON INCREASING EMPLOYER REGISTRATION THROUGH A ROBUST  
2 DATABASE AND ENHANCED PURCHASE DATA. NEXT SLIDE PLEASE.  
3 SPEAKING ON THE FUTURE OF THE PROGRAM, MTC AND THE AIR  
4 DISTRICT IDENTIFIED FOUR AREAS FOR THE PROGRAM'S FUTURE AS  
5 SHOWN ON THIS SLIDE. IN JANUARY, THIS COMMITTEE AUTHORIZED  
6 CONTRACT SERVICES WITH SLOLOM, INC. WITH DEVELOPMENT OF A  
7 ROBUST SALESFORCE DATABASE WORK IS ALREADY UNDERWAY AND  
8 EXPECTED TO BE COMPLETED BY THIS SUMMER. THE FOCUS FOR THIS  
9 NEW COMMUTER BENEFITS PROGRAM OPERATIONS CONTRACT WHICH IS THE  
10 SUBJECT OF TODAY'S APPROVAL ITEM IS FOCUSED ON THE OTHER THREE  
11 AREAS SHOWN ON THE SLIDE, BOLSTERING EMPLOYER REGISTRATION BY  
12 USING THIS NEW DATABASE AND ENHANCED PURCHASED EMPLOYER DATA  
13 AND PREPARING THE PROGRAM FOR FUTURE ENHANCEMENTS AS OUTLINED  
14 IN PLANNED BAY AREA 2050 EN7 STRATEGY. NEXT SLIDE. THE NEW  
15 SCOPE OF WORK UNDER THE NEW CONTRACT WILL INCLUDE STRATEGIC  
16 PROGRAM PLANNING AND IMPLEMENTATION BASED ON IDENTIFIED  
17 PROGRAM PRIORITIES, EXPANDING LEVELS OF DATABASE MANAGEMENT  
18 INCLUDING ROBUST DATA QUALITY CONTROL EFFORTS, CREATING AND  
19 UPDATING WEB SITE CONTENT TO CREATE INVITING, COMPELLING HELP  
20 RESOURCES FOR BAY AREA EMPLOYERS. DEVELOPING AND IMPLEMENTING  
21 PROGRAM PROMOTIONAL PLANS AND STRATEGIES AND DEVELOPING AND  
22 IMPLEMENTING A PROGRAM EVALUATION PLAN IN CONSIDERATION OF THE  
23 PROGRAM'S PRIORITIES. THE SCOPE INCLUDES TASK THAT IS NEW AND  
24 DIFFERENT, ALL AIMED AT INCREASING REGISTRATION AND EMPLOYER  
25 AWARENESS OF THE TOOLS AND PROGRAMS TO HELP THEIR EMPLOYEES.



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1 THE STRATEGIC PLAN AND PROMOTIONAL PLANS WILL PROVIDE  
2 OPPORTUNITIES FOR THE COMMUTER BENEFITS TEAM TO KEEP WELL  
3 INFORMED OF RELEVANT PROGRAMS AND LEGISLATION AND MORE  
4 IMPORTANTLY SHARE THIS VALUABLE INFORMATION WITH EMPLOYERS.  
5 NEXT SLIDE. AS A PART OF THE COMMUTER BENEFITS PROGRAM  
6 OPERATIONS CONSULTANT TASK CONSULTANT MUST IDENTIFY EMPLOYERS  
7 SUBJECT TO THE PROGRAM REQUIREMENTS CONTACT THEM TO INFORM  
8 THEM OF THE REQUIREMENT AND SUPPORT THE REGISTRATION THIS  
9 PROVIDES OPPORTUNITY TO INFORM EMPLOYERS ABOUT RELEVANT  
10 RELATED PROGRAMS LEGISLATION THAT MAY WORK FOR AN EMPLOYER'S  
11 WEB SITE PROGRAMS SUCH AS CLIPPER BAY PASS PROGRAM RICHMOND  
12 SAN RAFAEL E-BIKE COMMUTE PROGRAM NEW A.B. 2206 PARKING CASH  
13 OUT AND BAY WHEELS AND BIKESHARE PROGRAM. NEXT SLIDE. AS PART  
14 OF THE PROCUREMENT PROCESS MTC POSTED THE NOTICE OF UPCOMING  
15 OPPORTUNITY ON NOVEMBER 7TH, 2022 AND THE RFP WAS ISSUED ON  
16 DECEMBER 22ND WITH INFORMATION SHARED WIDELY TO OVER 5,700  
17 FIRMS AND INDIVIDUALS. A CONFERENCE WAS HELD IN JANUARY 5TH,  
18 2023 WITH 26 INDIVIDUALS AND 15 FIRMS IN ATTENDANCE WITH  
19 FOLLOW-UP Q&A PROVIDED. AS OF FEBRUARY 1ST PROPOSAL DEADLINE  
20 MTC RECEIVED ONE PROPOSAL FROM WSP USA. THE EVALUATION PANEL  
21 AND MTC AND THE AIR DISTRICT STAFF UNANIMOUSLY RECOMMENDS WSP  
22 USA DUE TO THEIR EXTENSIVE EXPERIENCE IN QUALIFICATIONS THERE  
23 FIRM AND KEY PROJECT STAFF INVOLVED IN THEIR SUBCONTRACTORS  
24 LOGICAL APPROACH ACCOMPLISHING SCOPE AND PROGRAM PRIORITIES  
25 AND THEIR OVERALL COST EFFECTIVENESS OF THE PROPOSAL. IN



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1 ADDITION THE WSP PROPOSAL EXCEEDS THE 22% DISADVANTAGED  
2 BUSINESS ENTERPRISE GOAL ESTABLISHED BY CALTRANS FOR THE  
3 PROCUREMENT. WE ARE EXCITED TO EMBARK ON THE NEXT PHASE OF THE  
4 PROGRAM THAT SERVE AS THE FOUNDATION FOR PLANNED BAY AREA  
5 IMPLEMENTATION STRATEGY EN7 TO EXPAND COMMUTE TRIP REDUCTION  
6 PROGRAMS AT MAJOR EMPLOYERS. BASED ON THIS STAFF RECOMMENDS  
7 THAT THE COMMITTEE AUTHORIZE THE EXECUTIVE DIRECTOR OR HIS  
8 DESIGNATED REPRESENTATIVE TO NEGOTIATE AND ENTER INTO A  
9 CONTRACT WITH WSP USA TO OPERATE THE COMMUTER BENEFIT PROGRAM  
10 OPERATIONS CONTRACT FOR A THREE YEAR TERM IN AN AMOUNT NOT TO  
11 EXCEED \$4,998,938 WITH AN OPTION TO EXTEND UP TO TWO  
12 ADDITIONAL YEARS SUBJECT TO MTC BUDGETS FOR FUTURE FISCAL  
13 YEARS. I THANK YOU, COMMISSIONERS, FOR YOUR TIME. AND I'M  
14 HAPPY TO ANSWER ANY QUESTIONS. IN ADDITION EMILY WAGNER  
15 ASSISTANT DIRECTOR FOR FIELD OPERATIONS AND ASSET MANAGEMENT  
16 IS ALSO AVAILABLE AS WELL TO ASSIST WITH ANY QUESTIONS IF  
17 NEEDED. THANKS VERY MUCH.

18

19 **CHAIR, DAVID RABBITT:** THANKS CHRISTINE. I'LL LOOK TO MY  
20 COLLEAGUES FOR QUESTIONS COMMENTS OR CONCERNS. GOING TO THE  
21 VICE CHAIR.

22

23 **V. CHAIR, SUE NOACK:** I HAVE A QUESTION ON THE PROGRAM IN  
24 GENERAL WITH THE LIMIT AT 50 EMPLOYEES. WITH SO MANY EMPLOYEES  
25 NOW WORKING FROM HOME, IS THERE ANY THOUGHT ON THAT CHANGING?



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1 BECAUSE IT SEEMS TO ME THAT YOU COULD HAVE A LARGE NUMBER OF  
2 PEOPLE AT HOME AND BE REQUIRING THIS FOR TEN EMPLOYEES THAT  
3 MIGHT BE COMMUTING. IS THERE ANY CONTEMPLATION ON CHANGING THE  
4 CRITERIA?

5

6 **CHRISTINE MALEY-GRUBL:** ACTUALLY A COUPLE OF THINGS THAT COME  
7 TO MIND. CRITERIA IS CURRENTLY 50 OR MORE EMPLOYEES AND THAT'S  
8 SOMETHING THAT WE CAN WORK WITH THE AIR DISTRICT ON, THAT IS  
9 PART OF THE CURRENT AIR DISTRICT REGULATION. SECONDLY, ONE OF  
10 THE THINGS THAT WE DID DO, RECOGNIZING THAT THERE ARE A LOT OF  
11 EMPLOYEES WORKING FROM HOME, WITHIN THE LAST, MUCH MORE  
12 RECENTLY WE ADDED AN OPTION FIVE THAT AN EMPLOYER CAN INDICATE  
13 THAT THEIR EMPLOYEES FOR THE MOST PART ARE TELEWORKING AND  
14 THAT PROVIDES THE EMPLOYER AND THEIR EMPLOYEES -- THE EMPLOYER  
15 A WAY TO COMPLY WITH THE REQUIREMENTS TO REGISTER FOR THE  
16 PROGRAM. SO, I THINK BETWEEN THOSE TWO THINGS, BUT CERTAINLY  
17 THAT'S SOMETHING WE CAN DISCUSS WITH THE AIR DISTRICT. BUT  
18 MOVING FORWARD, SHOULD THAT LEGISLATION CHANGE.

19

20 **V. CHAIR, SUE NOACK:** THANK YOU.

21

22 **CHRISTINE MALEY-GRUBL:** SURE. THANK YOU.

23

24 **CHAIR, DAVID RABBITT:** PEDROZA?

25



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1 **ALFREDO PEDROZA:** WE TRIED SOMETHING SIMILAR IN NAPA RIGHT  
2 BEFORE THE PANDEMIC. WHAT WE LEARNED IS IT'S NOT JUST THE  
3 VALUE OF THOSE WHO ENROLL BUT THOSE THAT DON'T. DO WE HAVE THE  
4 ABILITY TO FIND OUT AND INQUIRE WHERE FOLKS MAY NOT ENROLL  
5 BECAUSE THAT INFORMATION IS JUST AS VALUABLE TO US.

6

7 **CHRISTINE MALEY-GRUBL:** THAT'S A GOOD QUESTION. A COUPLE OF  
8 THINGS THAT WE DO ONE OF THE REQUIREMENTS AS PART OF THIS  
9 LEGISLATION IS THAT AN EMPLOYER NEEDS TO REREGISTER EACH YEAR  
10 ANNUALLY AND THAT WOULD GIVE US A PICTURES OF PROVIDING US  
11 WITH WHAT BENEFIT IS PROVIDED TO THEIR EMPLOYEES. SECONDLY,  
12 WITH FINDING OUT WHO IS NOT REGISTERED, I THINK THAT THAT'S  
13 SOMETHING THAT WE WOULD BE ABLE TO LOOK AT DOING, AND I WILL  
14 MAKE A NOTE HERE. AS A PART OF THIS NEW SCOPE OF WORK AND THE  
15 NEW ROBUST BUDGET THAT WE WILL HAVE, WE WILL HAVE THE  
16 OPPORTUNITY THROUGH OUR PROMOTIONAL ACTIVITIES TO -- AND ALSO  
17 THROUGH OUR PROGRAM EVALUATION, TO ASK A QUESTION LIKE THAT,  
18 TO DETERMINE WHY THERE ARE EMPLOYERS THAT ARE NOT  
19 PARTICIPATING AND THEN WHAT COULD WE DO TO GET THEM TO  
20 PARTICIPATE. I THINK HAVING THESE ADDITIONAL RESOURCES AND  
21 ADDING THESE PLANS, IN ORDER TO FIND OUT THAT INFORMATION WILL  
22 -- SHOULD MAKE QUITE A DIFFERENCE FOR US AND WE WOULD BE ABLE  
23 TO OBTAIN MORE INFORMATION FROM EMPLOYERS.

24



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1 **ALFREDO PEDROZA:** AND I APPRECIATE THAT. AND, AGAIN, IT'S THE  
2 INFORMATION FROM THE EMPLOYEES AND THEN THE INFORMATION FROM  
3 THOSE EMPLOYEES. WHAT WE LEARNED IN NAPA THE POTENTIAL  
4 SOLUTIONS THAT WE HAD WERE NOT THE SOLUTIONS THAT WOULD  
5 INCENTIVIZE THEM TO CHANGE BEHAVIOR AND WE LEARNED THAT  
6 THROUGH ASKING QUESTIONS. FOR US I THINK THIS IS THE RIGHT  
7 APPROACH GOING FORWARD BUT IF WE HAVE FLEXIBILITY TO ASK MORE  
8 QUESTIONS AND LEARN MORE I THINK THIS'S VALUABLE TO US AS A  
9 REGION. THANK YOU FOR THAT.

10

11 **CHRISTINE MALEY-GRUBL:** SURE. THANK YOU.

12

13 **CHAIR, DAVID RABBITT:** ANYONE ELSE HAVE QUESTIONS, COMMENTS?  
14 STAFF? I'M NOT SEEING ANYONE HERE. I'LL ASK IF THERE ARE  
15 PUBLIC COMMENTS ASSOCIATED WITH THIS ITEM.

16

17 **CLERK, MARTHA SILVER:** THERE ARE NO MEMBERS OF THE PUBLIC WITH  
18 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED  
19 ON THIS ITEM. AND ARE THERE ANY MEMBERS AT THE REMOTE LOCATION  
20 WISHING TO SPEAK ON THIS ITEM? THERE ARE NONE.

21

22 **CHAIR, DAVID RABBITT:** GREAT. WITH THAT, I'LL TURN IT BACK TO  
23 THE BOARD AND LOOK FOR A MOTION AND A SECOND TO APPROVE THE  
24 BAY AREA COMMUTER BENEFITS PROGRAM OPERATIONS WITH WSP USA,  
25 INC. CONTRACT IN AN AMOUNT NOT TO EXCEED \$4,998,938.



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1

2 **SPEAKER:** SO MOVED.

3

4 **CAROL DUTRA-VERNACI:** DUTRA-VERNACI SECONDS.

5

6 **CHAIR, DAVID RABBITT:** WE HAVE A MOTION AND SECOND. ROLL CALL.

7

8 **CLERK, MARTHA SILVER:** CHAIR RABBITT?

9

10 **CHAIR, DAVID RABBITT:** AYE.

11

12 **CLERK, MARTHA SILVER:** NOACK?

13

14 **SUE NOACK:** YES.

15

16 **CLERK, MARTHA SILVER:** AHN IS ABSENT. CANEPA?

17

18 **DAVID CANEPA:** YES.

19

20 **CLERK, MARTHA SILVER:** DUTRA-VERNACI?

21

22 **CAROL DUTRA-VERNACI:** AYE.

23

24 **CLERK, MARTHA SILVER:** MAHAN?

25



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1 **MATT MAHAN:** AYE.

2

3 **CLERK, MARTHA SILVER:** MOULTON PETERS?

4

5 **STEPHANIE MOULTON-PETERS:** AYE

6

7 **CLERK, MARTHA SILVER:** SPERING?

8

9 **JAMES P. SPERING:** AYE.

10

11 **CLERK, MARTHA SILVER:** MOTION PASSES UNANIMOUSLY BY ALL MEMBERS  
12 PRESENT.

13

14 **CHAIR, DAVID RABBITT:** THANK YOU CHRISTINE. APPRECIATE THE  
15 WORK.

16

17 **CHRISTINE MALEY-GRUBL:** THANK YOU.

18

19 **CHAIR, DAVID RABBITT:** WE'LL MOVE TO THE NEXT ACTION ITEM  
20 AGENDA ITEM 5B CONTRACT AMENDMENT 511 EXPRESS LANES  
21 OPERATIONAL SERVICES, WITH ITERIS, INC. REQUESTS APPROVAL OF  
22 CONTRACT AMENDMENT WITH ITERIS, INC. INCORPORATED TO EXTEND  
23 THE 511 EXPRESS LANES OPERATIONAL SERVICES CONTRACT TERM TO  
24 JUNE 30TH, 2027 AND ADD \$13,500,000. AND WE HAVE COREY DODGE  
25 TO PRESENT THIS ITEM. GO AHEAD.





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1  
2 **COREY DODGE:** PULL UP THE POWER POINT, PLEASE? HELLO  
3 COMMISSIONERS. I'M COREY DODGE MTC STAFF TECHNOLOGY SERVICES  
4 SECTION JOINING ME ON ZOOM FROM THE EXPRESS LANES QUESTIONS IS  
5 BETH ZELINSKI MTC STAFF IN THE FIELD OPERATIONS AND ASSET  
6 MANAGEMENT SECTION. TODAY I'M HERE TO PRESENT A PROPOSED  
7 AMENDMENT TO 511 EXPRESS LANE OPERATIONAL SERVICES WITH  
8 ITERIS. AMENDMENT WOULD INCREASE TOTAL BUDGET EXTEND PERIOD OF  
9 PERFORMANCE THE CONTRACT HAS OPTION TO EXTEND UP TO FOUR YEARS  
10 INCREMENTS AT MTC'S CHOOSING. THE CONTRACT PROVIDING STAFFING  
11 MANAGEMENT FOR THE 511 AND OPERATIONS CENTERS. BEFORE DIVING  
12 INTO THE DETAILS I WANT TO PROVIDE BACKGROUND ON THE 511 AND  
13 EXPRESS LANES OPERATIONS CENTERS. NEXT SLIDE. 511 OPERATION  
14 STAFF COMPRISED OF NINE FULL-TIME EQUIVALENT STAFF IN ADDITION  
15 TO PROJECT MANAGEMENT OVERSIGHT FOR ITERIS 511 OPERATION STAFF  
16 IS RESPONSIBLE FOR INTER-AGENCY COORDINATION COLLECTING  
17 DISSEMINATING ACCURATE AND TIMELY TRAFFIC AND TRANSIT  
18 INFORMATION SEVEN DAYS A WEEK 365 DAYS A YEAR COORDINATING  
19 WITH REGIONAL EMERGENCY MANAGEMENT PARTNERS TO PROVIDE  
20 INFORMATION ABOUT IMPACTED TRANSPORTATION SYSTEMS IN AN  
21 EMERGENCY. NEXT SLIDE PLEASE. THE EXPRESS LANES OPERATIONS  
22 STAFF IS COMPRISED OF ALL FULL-TIME EQUIVALENT STAFF IN  
23 ADDITION TO PROJECT MANAGEMENT OVERSIGHT FOR ITERIS ADDED THIS  
24 YEAR TO COVER RECENT EXPANSION OF THE 101 AND I 680 EXPRESS  
25 LANES IN 2025 WE ANTICIPATE ADDING ANOTHER 1.5 FTE TO COINCIDE



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1 WITH THE SOLANO OPERATIONS CENTER, FOR A GRAND TOTAL OF 11FTE  
2 EXPRESS LANES OPERATIONS STAFF IS RESPONSIBLE FOR MONITORING  
3 TOLL SYSTEM EQUIPMENT IMPLEMENTING TOLL OVERRIDES REPORTING ON  
4 THE COMPLIANCE OF THE TOLL SYSTEM INTEGRATOR PROVIDING  
5 COMPLIANCE FOR BAIFA, SAN MATEO JPA, AND ALAMEDA CTC, EXPRESS  
6 LANES COORDINATING WITH CALTRANS TMC ON INCIDENT MANAGEMENT  
7 AND MANAGING MESSAGING ON THE BAY AREA TOLL MESSAGE SIGNS.  
8 NEXT SLIDE PLEASE. THE SLIDE IN FRONT OF YOU DISPLAYS A MAP OF  
9 THE CURRENT AND FUTURE EXPRESS LANES NETWORK INCLUDES EXISTING  
10 EXPRESS LANES ON I-880, 680, 580, 101 AND THE SOLANO I80  
11 EXPANSION AS THE EXPRESS LANE PROGRAM GROWS THIS ENSURES THAT  
12 THE CONTRACT GROWS IN TANDEM TO CONTINUE A SEAMLESS OPERATION  
13 FOR CUSTOMERS FOR ANY WHO USE BAIFA ALAMEDA CTC AND SAN MATEO  
14 JPA LANES WITHIN THE NEXT WORK. NEXT SLIDE PLEASE. OVERALL,  
15 ITERIS HAS BURDEN DOING AN EXCELLENT JOB WITH MANAGING THE  
16 OPERATIONS CENTERS. THE SLIDE IN FRONT YOU ILLUSTRATES KEY  
17 AREAS OF THE CONTRACT WHERE ITERIS PERFORMANCE HAS EXCELLED IN  
18 TESTIMONY OF STOPPING ITERIS VACANCIES MINIMUM TURNOVER RATE.  
19 PERFORMANCE METRICS AVERAGING 90% PERFORMANCE AUDITS FOR  
20 MESSAGING AND TIMELINESS AND 97% FOR INCIDENT RESPONSE ON THE  
21 EXPRESS LANES SIDE. PROJECT MANAGEMENT CATEGORY, ITERIS KEPT  
22 PROJECT COSTS IN LINE WITH BUDGET WHILE COMMUNICATING  
23 EFFECTIVELY WITH MTC AND OTHER AGENTS AND PARTNERS. THE  
24 PROPOSED CONTRACT AMENDMENT ITERIS WILL CONTINUE TO PROVIDE  
25 STAFFING AND MANAGEMENT FOR 511 AND EXPRESS LANES OPERATION



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1 CENTERS FOR THE NEXT FOUR YEARS. THE 511 OPERATION CENTER HAS  
2 A TOTAL OF 9.5 FTE AT COST OF 5.9 MILLION FOR THE PROPOSED  
3 FOUR YEARS. EXPRESS LANES OPERATIONS CENTER INCLUDE TOTAL OF  
4 11 FTE AT A COST OF 7.6 FOR THE SAME FOUR YEARS. PROPOSED  
5 ADDITIONAL TOTAL COST 13.5 MILLION WILL RUN THE CONTRACT  
6 THROUGH JUNE 30TH, 2027. TODAY WE'RE SEEKING APPROVAL FOR THE  
7 FOUR-YEAR CONTRACT AMENDMENT WIT ITERIS IN AN AMOUNT NOT TO  
8 EXCEED 13.5 MILLION FOR FOUR YEAR EXTENSION THROUGH JUNE 30TH,  
9 2027 TO CONTINUE OPERATIONS AND PROVIDE STAFFING AND  
10 MANAGEMENT SERVICES FOR THE 511 AND EXPRESS LANES OPERATION  
11 CENTERS. NEXT SLIDE PLEASE. I APPRECIATE YOUR TIME, WE ARE  
12 AVAILABLE FOR YOUR QUESTIONS NOW.

13

14 **CHAIR, DAVID RABBITT:** THANK YOU, COREY, FOR THAT. I APPRECIATE  
15 IT. I LOOK TO MY COLLEAGUES TO SEE IF ARE THERE ANY QUESTIONS.  
16 TO THE MAYOR?

17

18 **SPEAKER:** FOR 511 SERVICE HOW ARE CALLS FOR SERVICE TRENDING  
19 OVER TIME? WITH UBIQUITY FOR CELL PHONES, SEEING DECLINING  
20 DEMAND FOR THAT SERVICE?

21

22 **COREY DODGE:** GOOD QUESTION. WE HAVE MULTIPLE -- I ASSUME YOU  
23 ARE TALKING ABOUT OUR PHONE LINE WHEN YOU CALL 511. A BIT OF A  
24 DOWNTREND DURING THE PANDEMIC BUT IT'S PICKING BACK UP WITH



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1 THAT WE HAVE BEEN FOCUSING ON DISSEMINATION CHANNELS WITH OUR  
2 WEB SITE OPEN PROGRAM THAT.

3

4 **SPEAKER:** I UNDERSTOOD THE PART OF THE SYSTEM WITH THE ACTUAL  
5 PHYSICAL CALL BOXES ON THE HIGHWAY?

6

7 **SPEAKER:** YEAH THAT'S NOT PART OF THE SYSTEM.

8

9 **SPEAKER:** GOT IT. THANK YOU.

10

11 **SPEAKER:** NO WORRIES.

12

13 **CHAIR, DAVID RABBITT:** ANY OTHER QUESTIONS OR COMMENTS FOR  
14 STAFF? SEEING NONE. I'LL ASK FOR PUBLIC COMMENT ON THIS ITEM.

15

16 **CLERK, MARTHA SILVER:** THERE ARE NO MEMBERS OF THE PUBLIC WITH  
17 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED  
18 ON THIS ITEM. AND IS THERE ANYONE AT THE REMOTE LOCATIONS  
19 WISHING TO SPEAK? THERE ARE NONE.

20

21 **CHAIR, DAVID RABBITT:** THANK YOU VERY MUCH FOR THAT. I'LL LOOK  
22 TO THE BOARD TO SEE IF THERE IS A MOTION TO APPROVE THE 511  
23 AND EXPRESS LANES OPERATIONAL SERVICES WITH ITERIS  
24 INCORPORATED.

25



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1 **STEPHANIE MOULTON-PETERS:** I'LL MOVE THAT MOULTON.

2

3 **CHAIR, DAVID RABBITT:** ROLL CALL.

4

5 **CLERK, MARTHA SILVER:** COMMISSIONER CANEPA?

6

7 **DAVID CANEPA:** YES.

8

9 **CLERK, MARTHA SILVER:** DUTRA-VERNACI?

10

11 **CAROL DUTRA-VERNACI:** AYE.

12

13 **CLERK, MARTHA SILVER:** MAHAN?

14

15 **MATT MAHAN:** AYE.

16

17 **CLERK, MARTHA SILVER:** SPERING?

18

19 **JAMES P. SPERING:** AYE.

20

21 **CLERK, MARTHA SILVER:** MOTION PASSES UNANIMOUSLY BY ALL MEMBERS

22 PRESENT.

23

24 **CHAIR, DAVID RABBITT:** THANK YOU VERY MUCH COREY. WITH THAT

25 WE'LL MOVE TO PUBLIC COMMENT. I'LL ASK THE CLERK TO READ THE



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1 NAMES OR ORGANIZATIONS OF ANY GENERAL WRITTEN PUBLIC COMMENT  
2 RECEIVED AT INFO@BAYAREAMETRO.GOV BY 5:00 P.M. YESTERDAY INTO  
3 THE RECORD.

4

5 **CLERK, MARTHA SILVER:** NO WRITTEN CORRESPOND RECEIVED ON THIS  
6 ITEM AND ONE MEMBER OF THE PUBLIC WITH A HAND RAISED HOW MUCH  
7 TIME WOULD YOU LIKE TO GIVE?

8

9 **CHAIR, DAVID RABBITT:** TWO MINUTES.

10

11 **CLERK, MARTHA SILVER:** ALETA DUPREE, UNMUTE YOURSELF. YOU HAVE  
12 TWO MINUTES.

13

14 **SPEAKER:** GOOD MORNING ALETA DUPREE FOR THE RECORD SHE AND HER.  
15 GOOD MEETING I CAME IN LATE BUT I READ OVER THE MATERIAL LOTS  
16 OF GOOD WORK. I LOVE A GOOD MEETING WHERE WE ALSO GETTING GOOD  
17 WORK DONE. AS I THINK ABOUT OPERATIONS MOST OF MY EXPERIENCE  
18 WITH OPERATIONS IS OF YOU BEING THE AUTHORITY THAT APPROVES A  
19 LOT OF CLIPPER RELATED WORK. AND I HAVE BEEN IN THE BAY AREA  
20 MORE THAN USUAL IN THE SPRING, WHICH IS GOOD, DODGING RAIN. I  
21 CONTINUE TO REITERATE THE IMPORTANCE OF THIS OPERATIONAL  
22 PROGRAM, THAT IS CLIPPER. I THINK I WAS AT A MEETING A COUPLE  
23 OF YEARS AGO, ONE OF THE LAYERS OF APPROVAL FOR THE -- WAS IT  
24 A \$400 MILLION CLIPPER INVESTMENT AND THAT INVESTMENT IS  
25 PROVING ITSELF TO THIS DAY. BECAUSE I'M USING CLIPPER ON MY



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1 PHONE GETTING MY REDUCED FARES AND TRANSFERS AND ALL THAT GOOD  
2 STUFF. SO, WHY DO I BRING IT UP HERE? IT'S BECAUSE CLIPPER --  
3 AND WE WERE JUST TALKING ABOUT EXPRESS LANES AND COMMUTER  
4 BENEFITS IS ALL VERY OPERATIONAL IN NATURE. BACK WHEN I HAD MY  
5 CAREER IN AIR CARGO, I WAS NOT IN THE BAY AREA. I WISH WE HAD  
6 COMMUTE BENEFITS, THINGS THAT COULD HELP ME PAY FOR A BUS PASS  
7 OR HAVING SOME BICYCLE PARKING. HAVING A CAR IS REALLY  
8 EXPENSIVE. SO, AT LEAST YOU'RE ALL AHEAD OF THE CURVE IN  
9 HELPING PEOPLE TODAY TO MAKE DECISIONS THAT WILL HOPEFULLY BE  
10 TRANSIT FIRST. SO, I APPRECIATE YOUR WORK TODAY. I JUST  
11 THOUGHT I WOULD SHARE A BIT MORE ABOUT MYSELF. AND THANK YOU.

12

13 **CLERK, MARTHA SILVER:** AND THERE ARE NO OTHER MEMBERS OF THE  
14 PUBLIC WITH A HAND RAISED FOR THIS ITEM.

15

16 **CHAIR, DAVID RABBITT:** THANK YOU VERY MUCH ALETA FOR THAT.  
17 WE'LL MOVE TO ADJOURNMENT THE NEXT MEETING OF THE OPERATIONS  
18 COMMITTEE WILL BE HELD FRIDAY MAY 12TH, 2023 AT 9:35 A.M. AT  
19 BAY AREA METRO CENTER HERE AT 375 BEALE STREET SAN FRANCISCO.  
20 ANY CHANGES TO THE SCHEDULE WILL BE DULY NOTICED TO THE  
21 PUBLIC. THE MEETING OF THE OPERATIONS COMMITTEE IS ADJOURNED.

22 THANK YOU ALL. [ADJOURNED]

23



**NTT**

*Broadcasting Government*