





## Adobe Acrobat Reader

### Finding Words

You can use the Find command to find a complete word or part of a word in the current PDF document. Acrobat Reader looks for the word by reading every word on every page in the file, including text in form fields.

#### To find a word using the Find command:

1. Click the Find button (**Binoculars**), or choose Edit > Find.
2. Enter the text to find in the text box.
3. Select search options if necessary:  
Match Whole Word Only finds only occurrences of the complete word you enter in the box. For example, if you search for the word *stick*, the words *tick* and *sticky* will not be highlighted.

Match Case finds only words that contain exactly the same capitalization you enter in the box.

Find Backwards starts the search from the current page and goes backwards through the document.

4. Click Find. Acrobat Reader finds the next occurrence of the word.

#### To find the next occurrence of the word, Do one of the following:

Choose Edit > Find Again  
Reopen the find dialog box, and click Find Again.  
(The word must already be in the Find text box.)

### Copying and pasting text and graphics to another application

You can select text or a graphic in a PDF document, copy it to the Clipboard, and paste it into another application such as a word processor. You can also paste text into a PDF document note or into a bookmark. Once the selected text or graphic is on the Clipboard, you can switch to another application and paste it into another document.

**Note:** *If a font copied from a PDF document is not available on the system displaying the copied text, the font cannot be preserved. A default font is substituted.*



### **To select and copy it to the clipboard:**

1. Select the text tool **T**, and do one of the following:

To select a line of text, select the first letter of the sentence or phrase and drag to the last letter.

To select multiple columns of text (horizontally), hold down Ctrl+Alt (Windows) or Option (Mac OS) as you drag across the width of the document.

To select a column of text (vertically), Hold down Ctrl+Alt (Windows) or Option+Command (Mac OS) as you drag the length of the document.

To select all the text on the page, choose Edit > Select All. In single page mode, all the text on the current page is selected. In Continuous or Continuous – facing mode, most of the text in the document is selected. When you release the mouse button, the selected text is highlighted. To deselect the text and start over, click anywhere outside the selected text. The Select All command will not select all the text in the document. A workaround for this (Windows) is to use the Edit > Copy command. Choose Edit > Copy to copy the selected text to the clipboard.

2. To view the text, choose Window > Show Clipboard

In Windows 95, the Clipboard Viewer is not installed by default and you cannot use the Show Clipboard command until it is installed. To install the Clipboard Viewer, Choose Start > Settings > Control Panel > Add/Remove Programs, and then click the Windows Setup tab. Double-click Accessories, check Clipboard Viewer, and click OK.



July 8, 2020

## Meeting Transcript

**METROPOLITAN TRANSPORTATION COMMISSION**

**BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE**

**WEDNESDAY, JULY 8, 2020, 9:35 AM**

**AMY R. WORTH, CHAIR:** GOOD MORNING, THIS IS AMY WORTH. IT IS MY PLEASURE TO CONVENE THE MEETING OF THE BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE. I AM CALLING THE MEETING TO ORDER. DUE TO COVID-19, THIS MEETING WILL BE CONDUCTED AS A ZOOM WEBINAR. PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDER N-29-20, WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE BROWN ACT. THIS MEETING WILL BE WEBCAST ON THE MTC WEB SITE. I WILL CALL UPON COMMISSIONERS, PRESENTERS, STAFF, AND OTHER SPEAKERS BY NAME AND ASK THAT THEY SPEAK CLEARLY AND RESTATE THEIR NAMES BEFORE GIVING COMMENTS OR REMARKS. PERSONS PARTICIPATING VIA ZOOM AND WEBCAST WITH THEIR CAMERAS ENABLED ARE REMINDED THEIR ACTIVITIES ARE VISIBLE TO VIEWERS. COMMISSIONERS AND MEMBERS OF THE PUBLIC PARTICIPATING BY ZOOM, WISHING TO SPEAK SHOULD USE THE RAISED HAND FEATURE OR DIAL STAR NINE AND I WILL CALL UPON YOU AT THE APPROPRIATE TIME. TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR PHONE NUMBERS. WE WELCOME ALL PUBLIC COMMENTS ON THE OUR COMMITTEE. AND IT IS REQUESTED THAT PUBLIC SPEAKERS RESTATE THEIR NAMES AND ORGANIZATIONS, BUT PROVIDING SUCH INFORMATION IS VOLUNTARY. MEMBERS OF THE PUBLIC WISHING TO ADDRESS THIS BODY WERE ASKED TO SUBMIT COMMENTS IN WRITING AT



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## Meeting Transcript

1 INFO@BAYAREAMETRO.GOV. WRITTEN COMMENTS RECEIVED WILL BE  
2 POSTED TO THE ONLINE AGENDA AND ENTERED INTO THE RECORD BUT  
3 WILL NOT BE READ OUT LOUD. IF AUTHORS OF THE WRITTEN  
4 CORRESPONDENCE WOULD LIKE TO SPEAK, THEY ARE FREE TO DO ON THE  
5 REFERENCED AGENDA ITEM OR ANY TOPIC THEY CHOOSE. SPEAKERS  
6 SHOULD RAISE THEIR HAND, AND I WILL CALL UPON THEM AT THE  
7 APPROPRIATE TIME. A ROLL CALL VOTE WILL BE TAKEN FOR ALL  
8 ACTION ITEMS. THE CHAT FEATURE IS ACTIVE, HOWEVER, PLEASE BE  
9 AWARE THAT ANYTHING TYPED INTO THE CHAT WILL BE SUBJECT TO  
10 PUBLIC DISCLOSURE. THE CHAT FEATURE IS NOT AVAILABLE TO  
11 ATTENDEES. IN ORDER TO GET THE FULL ZOOM EXPERIENCE, PLEASE  
12 MAKE SURE YOUR APPLICATION IS UP TO DATE. WITH THAT OUR FIRST  
13 AGENDA ITEM NUMBER ONE IS THE ROLL CALL, AND CONFIRM THE  
14 QUORUM. AND I WOULD LOVE TO TURN TO OUR COMMITTEE CLERK FOR  
15 THE ROLL CALL, PLEASE.

16

17 **CLERK OF THE BOARD:** GOOD MORNING. BRUINS?

18

19 **AMY R. WORTH, CHAIR:** GOOD MORNING KIMBERLY.

20

21 **JEANNIE BRUINS:** PRESENT.

22

23 **CLERK OF THE BOARD:** DUTRA-VERNACI?

24

25 **CAROL DUTRA-VERNACI:** PRESENT.



July 8, 2020

## Meeting Transcript

1

2 **CLERK OF THE BOARD:** GLOVER?

3

4 **SPEAKER:** PRESENT.

5

6 **CLERK OF THE BOARD:** PAPAN?

7

8 **GINA PAPAN:** HERE.

9

10 **CLERK OF THE BOARD:** RONEN?

11

12 **DIR. HILLARY RONEN:** HERE.

13

14 **CLERK OF THE BOARD:** TAVARES?

15

16 **TONY TAVARES:** HERE.

17

18 **CLERK OF THE BOARD:** AND WORTH?

19

20 **AMY R. WORTH:** HERE.

21

22 **CLERK OF THE BOARD:** THANK YOU. QUORUM IS PRESENT.

23

24 **AMY R. WORTH, CHAIR:** THANK YOU VERY MUCH. KIMBERLY I WOULD

25 LIKE NOW TO INVITE EVERYBODY TO JOIN IN THE PLEDGE OF



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## Meeting Transcript

1 ALLEGIANCE. [ PLEDGE OF ALLEGIANCE ] "I PLEDGE ALLEGIANCE TO  
2 THE FLAG OF THE UNITED STATES OF AMERICA, AND TO THE REPUBLIC  
3 FOR WHICH IT STANDS, ONE NATION UNDER GOD, INDIVISIBLE, WITH  
4 LIBERTY AND JUSTICE FOR ALL."

5

6 **AMY R. WORTH, CHAIR:** NOW, KIMBERLY MAY I PLEASE TURN BACK TO  
7 YOU FOR THE READING OF THE COMPENSATION ANNOUNCEMENT?

8

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

15

16 **AMY R. WORTH, CHAIR:** GREAT. THANK YOU VERY MUCH. KIMBERLY. AND  
17 OUR NEXT ITEM IS CONSENT CALENDAR AGENDA ITEM NUMBER FOUR. ARE  
18 THERE ANY ITEMS THAT EITHER THE COMMISSIONER, STAFF, OR  
19 MEMBERS OF THE PUBLIC WOULD LIKE REMOVE FROM THE CONSENT  
20 CALENDAR? LET'S SEE. KIMBERLY, DO I SEE ANYBODY?

21

22 **CLERK OF THE BOARD:** I HAVE NO RAISED HANDS, AND NO MEMBERS OF  
23 THE PUBLIC WITH RAISED HANDS.

24



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## Meeting Transcript

1 **AMY R. WORTH, CHAIR:** THANK YOU SO MUCH. MAY I PLEASE HAVE A  
2 MOTION AND SECOND TO APPROVE THE CONCEPT CALENDAR?

3

4 **GINA PAPAN:** PAPAN MOVES.

5

6 **JEANNIE BRUINS:** BRUINS SECOND.

7

8 **AMY R. WORTH, CHAIR:** MOVED BY PAPAN. SECOND BY COMMISSIONER  
9 BRUINS. MAY I TURN BACK TO OUR COMMITTEE CLERK FOR THE ROLL  
10 CALL PLEASE.

11

12 **CLERK OF THE BOARD:** YES. [ROLL CALL] THANK YOU. MOTION PASSES  
13 UNANIMOUSLY.

14

15 **AMY R. WORTH, CHAIR:** THANK YOU SO MUCH. OUR NEXT ITEM IS ITEM  
16 6A. THIS IS THE -- I -- IS THAT CORRECT? I'M SORRY. I'M  
17 LOOKING AT THE SCRIPT HERE.

18

19 **CLERK OF THE BOARD:** 5A.

20

21 **AMY R. WORTH, CHAIR:** WHAT?

22

23 **CLERK OF THE BOARD:** AGENDA ITEM 5A.

24





## Meeting Transcript

1 **AMY R. WORTH, CHAIR:** SORRY. GOOD. THANK YOU SO MUCH. MOVED  
2 QUICKLY. ITEM 5A, THE FUNDING AGREEMENT AMENDMENT FOR I80, I  
3 680 STATE ROUTE INTERCHANGE PACKAGE. SOLANO TRANSPORTATION  
4 AUTHORITY IN THE AMOUNT OF \$7,100,000, AND I WOULD LIKE TO  
5 TURN TO OUR STAFF MEMBER LISA KLEIN FOR THIS ITEM, PLEASE.

6

7 **LISA KLEIN:** GOOD MORNING COMMISSIONERS I'M LISA KLEIN WITH  
8 FIELD OPERATIONS AND MANAGEMENT HERE AT BATA MTC, THE PROJECT  
9 THAT CHAIR WORTH MENTIONED IS INTERCHANGE IMPROVEMENTS AT THE  
10 80, 68012 INTERCHANGE PROJECT. THIS PROJECT RECEIVED \$53  
11 MILLION IN SENATE BILL ONE TRADE CORRIDORS FUNDS IN 2018 AND  
12 AS PART OF THAT APPLICATION MTC HAD COMMITTED APPROXIMATELY 14  
13 MILLION IN BRIDGE TOLL FUNDS IN ANTICIPATION REALLY OF THE  
14 REGIONAL MEASURE THREE FUNDING, AND THE FACT REGIONAL MEASURE  
15 THREE FUNDING DOES INCLUDE FUNDS FOR THE INTERCHANGE, BUT AS  
16 WE ALL KNOW REGIONAL MEASURE THREE, IN LITIGATION, AND HAS NOT  
17 BEEN AVAILABLE ON THE TIMELINE REQUIRED TO -- FOR THE PROJECT  
18 TO MEET THE MILESTONES NECESSARY TO RETAIN THAT STATE FUNDING.  
19 AS A RESULT, IN JUNE OF 2019, BATA APPROVED A FUNDING  
20 AGREEMENT FOR \$7.2 MILLION IN BATA REHAB FUNDS FOR  
21 PRECONSTRUCTION ACTIVITIES TO KEEP THAT PROJECT MOVING ON  
22 SCHEDULE TO AVOID PUTTING STATE FUNDS AT RISK AND NOW THE  
23 PROJECT IS READY TO GO TO CONSTRUCTION. SINCE THE REGIONAL  
24 MEASURE THREE FUNDS REMAIN IN ESCROW BY STATUS POLICY, STAFF  
25 IS REQUESTING TODAY APPROVAL TO AMEND THE FUNDING AGREEMENT TO



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## Meeting Transcript

1 ADVANCE 7.1 MILLION ADDITIONAL DOLLARS IN BATA FUNDING TO  
2 ALLOW THAT PROJECT TO PROCEED TO CONSTRUCTION ON TIME. I WILL  
3 NOTE THE FUNDS HAVE BEEN BUDGETED IN THE FISCAL YEAR 2021 BATA  
4 REHABILITATION BUDGET, AND THE IDEA IS THAT THE ENTIRE 14  
5 MILLION ADVANCE COULD BE REIMBURSED BY REGIONAL MEASURE THREE  
6 TO THE BATA REHAB BUDGET EVENTUALLY, THAT WOULD BE OF COURSE  
7 SUBJECT TO FURTHER COMMISSION ACTION. THAT CONCLUDES MY STAFF  
8 PRESENTATION. HAPPY TO TAKE ANY QUESTIONS.

9

10 **AMY R. WORTH, CHAIR:** GREAT LISA THANK YOU SO MUCH. FIRST ARE  
11 THERE ANY COMMISSIONER QUESTIONS? OKAY. ANY MEMBERS OF THE  
12 PUBLIC THEN WHO WOULD LIKE TO COMMENT ON THIS ITEM?

13

14 **CLERK OF THE BOARD:** NO RAISED HANDS AND WE HAVE NO WRITTEN  
15 PUBLIC COMMENTS FOR THIS ITEM.

16

17 **AMY R. WORTH, CHAIR:** ALL RIGHT. KIMBERLY, THANK YOU SO MUCH.  
18 I'LL BRING IT BACK TO THE COMMITTEE HAD. AND FIRST OF ALL I'LL  
19 ASK DO I HAVE A MOTION AND SECOND TO APPROVE THE FUNDING  
20 AGREEMENT?

21

22 **DIR. HILLARY RONEN:** MOTION RONEN.

23

24 **GINA PAPAN:** SECOND PAPAN.

25



## Meeting Transcript

1 **AMY R. WORTH, CHAIR:** MOTION RONEN. SECOND PAPAN. ANY FURTHER  
2 DISCUSSION? ALL RIGHT. KIMBERLY, I WOULD LOVE TO TURN BACK TO  
3 YOU FOR ROLL CALL FOR THIS ITEM.

4

5 **CLERK OF THE BOARD:** OF COURSE. [ROLL CALL] THANK YOU. MOTION  
6 PASSES UNANIMOUSLY.

7

8 **AMY R. WORTH, CHAIR:** THANK YOU SO MUCH. OUR NEXT ITEM IS  
9 AGENDA 5B CONTRACT AMENDMENT FOR TOLL FACILITIES MAINTENANCE  
10 ECONOLIGHT SYSTEMS, INC. IN AN AMOUNT OF \$10,500,000 ANGELA  
11 LOUIE WILL PRESENT THIS. LOVE YOUR BACKGROUND THERE.

12

13 **ANGELA LOUIE:** THANK YOU SO MUCH. GOOD MORNING MY NAME IS  
14 ANGELA LOUIE WITH BATA STAFF. THIS MORNING I'M PRESENTING A  
15 CONTRACT AMENDMENT FOR TOLL FACILITIES MAINTENANCE WITH  
16 ECONOLIGHT SYSTEMS, INC. IN SUMMER OF 2017 AFTER A COMPETITIVE  
17 PROCUREMENT BATA ENTERED INTO A CONTRACT WITH ECONOLIGHT  
18 FORMERLY EJIS, ITS FOR EQUIPMENT AND INFRASTRUCTURE ON THE  
19 STATE AREA TOLL FACILITIES. ONE OF THE KEY COMPONENTS OF  
20 ASSESSMENTS IS PREVENTATIVE MAINTENANCE EARLY ON SO THIS  
21 CONTRACT ALLOWS US TO PERFORM PREVENTIVE MAINTENANCE AND CATCH  
22 THINGS BEFORE THEY BECOME BIGGER AND PREVENTS COSTS IN THE  
23 FUTURE. \$10.5 MILLION CONTRACT AMENDMENT BREAKS DOWN INTO  
24 \$45,000 PER MONTH FOR RECURRING MONTHLY MAINTENANCE AND SPARE  
25 THE AIR PARTS PLUS ABOUT \$246,000 PER MONTH FOR TASK ORDER



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## Meeting Transcript

1 WORK, WHICH INCLUDES RECURRING, CORRECTIVE, AS NEEDED, AND  
2 EMERGENCY WORK. AND IT ALSO GIVES US THE FLEXIBILITY TO  
3 PERFORM UNANTICIPATED REPAIRS. SOME OF THE TASK WORK WILL BE  
4 FOR REGIONAL MEASURE THREE SIGNAGE AND PARTICIPATION FOR  
5 ELECTRONIC TOLLING. TEAM HAS BEEN PERFORMING THIS WORK SINCE  
6 2011 AND STAFF HAS BEEN HAPPY WITH ECONOLIGHT'S PERFORMANCE.  
7 MANAGING AND PRIORITIZING CONTRACTS WHILE MINIMIZING COST TO  
8 BATA. UNDERSTANDING BATA'S PARTNERSHIP WITH CALTRANS BECAUSE  
9 ECONOLIGHT HAS SUCCESSFULLY PERFORMED MAINTENANCE FACILITIES  
10 AT THE TOLL, THREE ADDITIONAL YEARS IN AN AMOUNT NOT TO EXCEED  
11 \$10.5 MILLION. THANK YOU. I WOULD BE HAPPY TO ANSWER ANY  
12 QUESTIONS.

13

14 **AMY R. WORTH, CHAIR:** THANK YOU VERY MUCH. FIRST LET ME TURN TO  
15 THE COMMITTEE TO SEE IF YOU HAVE ANY QUESTIONS. OKAY THEN I  
16 WOULD LIKE TO TURN TO OUR COMMITTEE CLERK. IS THERE ANY PUBLIC  
17 COMMENT ON THIS ITEM?

18

19 **CLERK OF THE BOARD:** I HAVE RECEIVED NO -- ONE WRITTEN PUBLIC  
20 COMMENT FROM ALETA DUPREE AND THERE IS ONE RAISED HAND FROM  
21 THE MEMBERS OF THE PUBLIC. STUART JAMES.

22

23 **AMY R. WORTH, CHAIR:** OKAY TURNING TO STUART JAMES. WE WELCOME  
24 YOUR COMMENTS.

25



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## Meeting Transcript

1 **SPEAKER:** YES. HI. HOW ARE YOU? FIRST OF ALL, FIRST I WOULD  
2 LIKE TO SAY I WAS A BIT LOST IN THIS MEETING BECAUSE IT'S NOT  
3 CAPTIONED FOR THE HEARING IMPAIRED AND WAS ONLY INFORMED OF  
4 THE MEETING AND THAT SHOULD BE ADDRESSED BUT PROBABLY FOR  
5 ANOTHER TIME. I WOULD LIKE TO THANK THE MTC PROGRAMMING AND  
6 ALLOCATION COMMITTEE MEMBERS. AGAIN MY NAME IS STUART JAMES I  
7 AM THE EXECUTIVE DIRECTOR FOR CENTER FOR INDEPENDENT LIVING,  
8 AND I AM HERE TO SPEAK TO ITEM 4B ON YOUR AGENDA. IF YOU ARE  
9 FAMILIAR WITH THE CENTER FOR INDEPENDENT LIVING THE CENTER  
10 PROVIDES ADVOCACY AND SERVICES THAT CREATES AWARENESS,  
11 COLLABORATION AND OPPORTUNITY AMONG PEOPLE WITH DISABILITY IN  
12 THE COMMUNITY AT LARGE. IN MANY CASES, A PRESENT DISABILITY  
13 CAN MAKE IT DIFFICULT TO DRIVE AN AUTOMOBILE AND IN OTHER CASE  
14 IT IS CAN BE SIMPLY COST PROHIBITIVE. COST CAN BE UPWARDS OF  
15 \$70,000 TO PURCHASE AND SO A SIGNIFICANT NUMBER OF PEOPLE WITH  
16 DISABILITY, RELY EXCLUSIVELY ON PUBLIC TRANSPORTATION DURING  
17 THEIR DAILY LIVES. -- REDUCED FARES TO ACCOMMODATE -- AND THE  
18 COUNTY WOULD HAVE LOST SALES TAX REVENUES AS A RESULT OF SHUT  
19 DOWN. IT APPEARS AS -- STRUGGLING TO MAINTAIN SERVICE AS A  
20 RESULT AND THERE IS FINANCIAL CHALLENGES SHOWING NO SIGNS OF  
21 IMPROVING IN THE COMING MONTHS. WE BELIEVE THE 33.8 MILLION  
22 THAT IS BEING PREPARED FOR MTC TO ALLOCATE TO AC TRANSIT WILL  
23 HELP THEM CONTINUE TO PROVIDE THE LIFELINE SERVICE THAT SO  
24 MANY PEOPLE WITH DISABILITIES RELY ON TO GET TO THE GROCERY  
25 STORE, MAKE MEDICAL APPOINTMENTS OR COMMUTE TO THEIR CENTRAL



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## Meeting Transcript

1 SERVICES JOBS. IF TRANSIT DOES NOT RECEIVE THE FUNDING WE FEEL  
2 THIS WILL HAVE TO REDUCE SERVICES AND PEOPLE WITH DISABILITIES  
3 WILL BE -- OR -- YOU MAY ALSO RELY ON PUBLIC TRANSPORTATION  
4 WILL NOT BE ABLE TO GET THERE. THANK YOU, AGAIN, AND --

5

6 **AMY R. WORTH, CHAIR:** STUART --

7

8 **SPEAKER:** IN THE FUTURE, I HOPE WE ALSO ADDRESS THE CAPTION.

9

10 **AMY R. WORTH, CHAIR:** STUART THANK YOU FOR YOUR COMMENTS AND  
11 THANK YOU FOR THE FINE WORK OF CIL, I GO WAY BACK TO ITS  
12 FOUNDING ALONG WITH DORENE GIOCAPINI BUT I WANT TO SAY WE'LL  
13 FOLLOW UP TODAY WITH OUR STAFF REGARDING PROVIDING FOR THE  
14 HEARING IMPAIRED FACILITIES FOR OUR MEETINGS. SO THANK YOU SO  
15 MUCH FOR POINTING THAT OUT. WE -- I THINK YOUR COMMENTS MAY BE  
16 DIRECTED TO OUR MEETING LATER IN THE MORNING. -- WHERE WE WERE  
17 GOING TO BE DISCUSSING THE RELIEF FUNDS TO THE TRANSIT  
18 AGENCIES. SO FEEL FREE TO STICK AROUND, AND REPEAT YOUR  
19 COMMENTS AT THAT COMMITTEE MEETING ALSO WHEN IT COMES FORWARD.  
20 SO, THANK YOU SO MUCH. SO OUR NEXT SPEAKER IS AMY SERGEANT.

21

22 **SPEAKER:** HELLO. IS THERE A -- AN ESTIMATED TIME ON WHEN YOU  
23 WILL BE TALKING ABOUT ALLOCATION OF FUNDS TO VTA?

24



## Meeting Transcript

1 **AMY R. WORTH, CHAIR:** YOU KNOW, IT'S HARD TO GUESS, THE  
2 MEETINGS ARE NOTICED AS THEY ARE. I WOULD -- IT'S DIFFICULT TO  
3 PREDICT. SO WE HAVE COMMIT FINISHING THIS COMMITTEE AND THEN  
4 WE HAVE ANOTHER COMMITTEE BEFORE THE PROGRAMMING AND  
5 ALLOCATIONS COMMITTEE SO THAT'S THE THIRD COMMITTEE OF THE  
6 MORNING. SO JUST STICK WITH US, AND WE'LL GET THERE SOON.

7

8 **SPEAKER:** [LAUGHTER]

9

10 **AMY R. WORTH, CHAIR:** SORRY. I CAN'T GIVE YOU MORE INFORMATION  
11 THAN THAT.

12

13 **SPEAKER:** NO THAT'S IT THANK YOU.

14

15 **AMY R. WORTH, CHAIR:** OKAY. ARE THERE ANY OTHER MEMBERS OF THE  
16 PUBLIC THAT WOULD LIKE TO SPEAK ON THIS ITEM? OKAY. I WOULD  
17 LIKE TO BRING IT BACK TO THE COMMITTEE FOR COMMITTEE  
18 DISCUSSION AND DECISIONS. ARE THERE ANY COMMENTS? OR I WOULD  
19 ENTERTAIN A MOTION TO APPROVE ITEM 5B.

20

21 **CAROL DUTRA-VERNACI:** APPROVAL OF ITEM 5B IF NOBODY HAS  
22 COMMENT.

23

24 **FEDERAL D. GLOVER:** I'M SECOND IT.

25



## Meeting Transcript

1 **AMY R. WORTH, CHAIR:** MOTION BY DUTRA-VERNACI AND SECOND BY  
2 COMMITTEE MEMBER GLOVER. ROLL CALL PLEASE.

3

4 **CLERK OF THE BOARD:** [ROLL CALL] THE MOTION PASSES UNANIMOUSLY.

5

6 **AMY R. WORTH, CHAIR:** THANK YOU VERY MUCH. ITEM 5A A  
7 RECOMMENDATION -- EXCUSE ME. ITEM 5C RECOMMENDATION OF  
8 CONTRACT ACTIONS FOR THE BAY AREA TOLL AUTHORITY. SO I BELIEVE  
9 THAT ANDY FREMIER IS ON THIS REPORT. ANDY MAY I TURN TO YOU  
10 PLEASE?

11

12 **ANDREW FREMIER:** THANK YOU CHAIR WORTH GOOD MORNING  
13 COMMISSIONERS ANDREW FREEDOM EAR DEPUTY DIRECTOR OF OPERATIONS  
14 AT BAY AREA TOLL AUTHORITY. I THINK WE HAVE A PRESENTATION.  
15 THANK YOU. THIS ITEM IS A CONTINUATION OF THE STATUS UPDATE OF  
16 THE TOLL SYSTEM ENVIRONMENT AND THE PLANS TO MOVE FORWARD TO  
17 PROTECT THE TOLL REVENUE STREAM PRIMARILY DUE TO THE PANDEMIC.  
18 THERE IS FOUR SPECIFIC ACTIONS IN THIS REQUEST, AND THEY'RE  
19 DESIGNED TO PROTECT THE TOLL REVENUE AND ALLOW US TO NAVIGATE  
20 MORE SUCCESSFULLY IN THE EVENT THE TOLL COLLECTORS DON'T COME  
21 BACK SOON OR THEY DON'T COME BACK AT ALL. FRANKLY, THEY ALSO  
22 COULD BE FORCED TO LEAVE AGAIN DEPENDING ON THE CONDITIONS OF  
23 THE ENVIRONMENT. THESE STEPS ARE ALSO IMPORTANT THOUGH AS AN  
24 INVESTMENT FOR THE FUTURE MOVE TO A COMPLETE ALL ELECTRONIC  
25 TOLLING SYSTEM. SO WE DO THINK IT'S A GOOD INVESTMENT UNDER





## Meeting Transcript

1 ALL CIRCUMSTANCES. I WILL MENTION THAT WE WORK VERY CLOSELY  
2 WITH CALTRANS AND ARE PHYSICALLY READY TO MOVE THE TOLL  
3 COLLECTORS BACK INTO POSITION. WE HAVE MODIFIED THEIR WORK  
4 ENVIRONMENT AND WE HAVE GOT SOME WORK PROTOCOLS SET IN PLACE,  
5 BUT IT'S OUR UNDERSTANDING THAT BECAUSE OF THE CURRENT COVID  
6 CONDITIONS, AND THE RETURN OF SOME OF THE SITUATIONS THAT HAVE  
7 CAUSED THE PROBLEM IN THE FIRST PLACE. THE STATE WOULD LIKE TO  
8 TAKE SOME TIME BEFORE DECIDING IF THE TOLL COLLECTORS SHOULD  
9 COME BACK. NEXT SLIDE PLEASE. JUST AS A REMINDER, HERE IS SOME  
10 OF THE TIMELINES THAT WE HAVE GONE THROUGH DURING THE COURSE  
11 OF THIS DISCUSSION. BACK IN 2013 THE GOLDEN GATE BRIDGE MADE  
12 THE MOVE TO ALL ELECTRONIC TOLLING, AND THEN AS LATE AS 2018,  
13 THE BATA OVERSIGHT COMMITTEE APPROVED OUR PLANS FOR MOVING  
14 FORWARD FOR A TRANSITION THAT WOULD TAKE MULTIPLE YEARS TO  
15 CONVERT. IDEA WAS TO START IN 2022, AND THEN FINISH WITH THE  
16 BAY BRIDGE IN THE '25 OR '26 TIME ERA. OBVIOUSLY ON MARCH 21ST  
17 THE ENVIRONMENT CHANGED FOR US AND THE COLLECTORS THEMSELVES  
18 ARE CALTRANS EMPLOYEES AND IN THE DIRECTION OF THE STATE THEY  
19 WERE ASKED TO BE REMOVED FOR PUBLIC SAFETY BOTH FOR THEM AND  
20 THE TRAVELING PUBLIC. AND SO WE MOVED INTO A TERM THAT WE CALL  
21 CASHLESS COLLECTION ON MARCH 21ST, AND THIS'S CURRENTLY WHERE  
22 WE'RE AT. AND WE'RE TRYING TO PUT IN PROTECTIONS THAT REALLY  
23 ALLOW US A MUCH BETTER CHANCE OF COLLECTING THE REVENUE THAT'S  
24 SO IMPORTANT TO THE REGION. NEXT SLIDE PLEASE. SO A LITTLE BIT  
25 OF A REMINDER ON HOW THINGS HAVE CHANGED FOR FOLKS THAT



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1 ANTICIPATED TO PAY CASH AS THEY CAME TO THE PLAZAS. ON THE  
2 LEFT YOU SEE WHAT IS CALLED THE TRADITIONAL TOLLING APPROACH  
3 WHERE YOU ESCALATE VIOLATIONS FOR FOLKS THAT DRIVE-THRU  
4 WITHOUT PAYING. THERE IS A 25 PERCENT FIRST NOTICE, \$25 FIRST  
5 NOTICE ADD A SECOND NOTICE IT BECOMES A \$70 PENALTY AND  
6 EVENTUALLY WE GET TO HOLDS. DURING CASHLESS COLLECTION WE HAVE  
7 DECIDED TO HOLD OFF ON THE PENALTY ESCALATION AND DMV HOLDS WE  
8 BELIEVE WE HAVE PROTECTED THE INTEREST OF BATA AS BEST WE CAN  
9 AND SO WE DO ANTICIPATE AT SOME POINT REINSTATING THAT  
10 PROCESS, BUT FOR NOW, WE ARE REALLY JUST TRYING TO COLLECT THE  
11 TOLL REVENUE, BUT IT IS A MUCH MORE DIFFICULT SITUATION FOR US  
12 TODAY, BECAUSE WE HAVE TO CHASE A LOT OF THE REVENUE THAT WAS  
13 PREVIOUSLY PAID FOR IN CASH. NEXT SLIDE PLEASE. WE HAVE VERY  
14 SIMPLE GOALS. OBVIOUSLY WE'RE TRYING TO COLLECT THE TOLLS AND  
15 PROTECT THE PUBLIC. WE WANT TO MAKE SURE THAT WE MINIMIZE THE  
16 RISK, BOTH GOING FORWARD AND IN OUR CURRENT CONDITIONS, AND  
17 THEN WE ALSO NEED TO PRESERVE ALTERNATIVES FOR FOLKS THAT DO  
18 WANT TO PAY CASH BUT WE WOULD LIKE TO AVOID HAVING THEM PAY  
19 CASH AT THE TOLL BOOTHS THEMSELVES. SO THAT DOES REQUIRE  
20 THOUGH A SYSTEM OF CHANGES. AND THE WE WILL BE BACK IN THE  
21 FALL TO TALK ABOUT SOME OF THE TOLL POLICY CHANGES THAT WE'LL  
22 BE REQUIRING TO BATA RESOLUTION. WE'RE HERE NOW TALKING MOST  
23 PRIMARILY ABOUT THE TOLL FACILITIES AND SYSTEM IMPROVEMENTS  
24 THAT NEED TO TAKE PLACE TO ENSURE THAT WE'RE READY AND JUST A  
25 REMINDER THAT WHAT WE REALLY DO IN THE ALL ELECTRONIC



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## Meeting Transcript

1 ENVIRONMENT IS YOU MOVE COLLECTION FROM THE BOOTH TO THE BACK  
2 OFFICE. AND SO WE DO NEED TO INCREASE OUR ROLE IN CUSTOMER  
3 SERVICE EFFORTS AT THE CUSTOMER SERVICE CENTER AND THAT ALSO  
4 IS A PRIMARY GROWTH AREA THAT IS CURRENTLY A REAL CHALLENGE IN  
5 THIS ENVIRONMENT THAT WE'RE IN. NEXT SLIDE. THERE IS MORE  
6 DETAIL AFTER THIS, BUT IN GENERAL, WE'RE IN PHASE ONE RIGHT  
7 NOW, AND SO WE'RE SPENDING 2020, REALLY GETTING READY FOR  
8 UPGRADES IN THE CUSTOMER SERVICE ENVIRONMENT, SO THAT THE  
9 CUSTOMER SERVICE CENTER CAN HANDLE THE INCREASED LOAD OF  
10 TRANSACTIONS. WE NEED TO BE READY, OPERATIONALLY, TO PROTECT  
11 THE TOLL REV NEW FINANCES TO MAKE SURE THEY'RE IN GOOD SHAPE.  
12 WE HAVE ALSO GOT TO DO QUITE A BIT OF OUTREACH TO MAKE SURE  
13 PEOPLE UNDERSTAND THE CHANGES. THERE NEED TO BE ENGINEERING  
14 CHANGES IN THE PLAZAS AND WE HAVE TO DEAL WITH THE EMPLOYEES  
15 THAT ARE CURRENTLY COLLECTING CASH IN THE BOOTH IN THE NORMAL  
16 ENVIRONMENT. OVER THE NEXT COUPLE OF YEARS, WE'LL BE BACK  
17 TALKING ABOUT MORE IMPROVED WAYS TO DEAL WITH THE FINANCIAL  
18 REPORTING, AND ALSO CONTINUED IMPROVEMENTS TO A CASH NETWORK  
19 THAT ALLOWS THE UNBANKED TO BE ABLE TO PLAY, TO PAY  
20 SEAMLESSLY. AND THEN WE DO HAVE LONG-TERM PLANS TO REALLY  
21 MODIFY THE TOLL PLAZAS'S CONSIDERABLY TO REMOVE THE OBVIOUS  
22 WHICH IS THE TOLL BOOTH ITSELF. BUT THAT WORK WILL HAPPEN MUCH  
23 MORE MANAGEABLY DOWN THE ROAD AND IS A CONSIDERATION FOR  
24 FUTURE BUDGETS NOT TODAY AND NOT IN THE NEAR TERM. NEXT SLIDE  
25 PLEASE. SO IN MORE DETAIL WHAT WE'RE TRYING TO STAND UP THIS



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## Meeting Transcript

1 YEAR, IS AN ALIGNMENT WITH WHAT THE GOLDEN GATE BRIDGE DOES  
2 TODAY IN THEIR ALL ELECTRONIC ENVIRONMENT. SO THEY SEND AN  
3 INVOICE FOR A TOLL ONLY FIRST BEFORE THEY MOVE ON TO THE  
4 ESCALATION PROCESS. AS YOU CAN SEE, WE DON'T DO THAT TODAY,  
5 BECAUSE WE DON'T HAVE THE ABILITY TO BUNDLE TRANSACTIONS,  
6 WHICH MEANS IF YOU GO THROUGH DAY, YOU GET A PIECE OF MAIL, IF  
7 YOU GO THROUGH THE NEXT DAY YOU GET ANOTHER PIECE OF MAIL.  
8 GOLDEN GATE IS ABLE TO PUT THOSE TRANSACTIONS TOGETHER AND  
9 BILL YOU ON A REGULAR CYCLE, WHICH IS WHERE WE WOULD LIKE TO  
10 GET TO. EVENTUALLY, WHEN WE GET TO ALL ELECTRONIC TOLLING WE  
11 WOULD MIMIC THE EXISTING SYSTEM OF GOLDEN GATE YOU JUST ADD AN  
12 ADDITIONAL INVOICE WHICH IS THE ISSUE BEFORE US TODAY. I  
13 MENTIONED CUSTOMER SERVICE UPGRADES IT'S QUITE A TRANSACTION  
14 IN ORDER -- OR TRANSITION IN ORDER TO MOVE THE COLLECTORS FROM  
15 THE BOOTHS TO THE BACK OFFICE. THOSE WILL GROW AND THERE IS A  
16 LOT MORE WORK THAT HAS TO BE DONE ON THE BACK END TO COLLECT  
17 THE REVENUE FROM THOSE INVESTMENTS, AND CLEARLY THERE IS ALL  
18 KINDS OF PUBLIC RELATIONS UPDATES IN TERMS OF THE WEB SITE AND  
19 OTHER CUSTOMER SERVICE ENVIRONMENT IMPROVEMENTS. NEXT SLIDE.  
20 TRANSACTIONS THAT WE RECEIVED TODAY IN CASH REALLY CHALLENGE  
21 THE PROCESS AND THE MAJOR INVOICING THAT WOULD BE REQUIRED,  
22 THIS PIE CHART REALLY DESCRIBES HOW WE ANTICIPATE USING THE  
23 EXPERIENCE THAT THE GOLDEN GATE BRIDGE HAS SEEN PLUS WHAT WE  
24 HAVE SEEN AROUND THE NATION PLUS WHAT WE SEE WILL HAPPEN  
25 AROUND THE TRANSACTIONS WE ANTICIPATE TRAVEL OF THE



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## Meeting Transcript

1 TRANSACTIONS WILL BE COMING FROM FASTRAK CUSTOMERS WE SEE  
2 THERE WILL BE OPTIONS TO PAY BY LICENSE PLATE SO YOU CAN DO IT  
3 INDIVIDUALLY AS I TRANSPORT ACROSS THE BRIDGES BUT WE DO  
4 ANTICIPATE QUITE A BIT OF INVOICING. SO ABOUT A QUARTER OF THE  
5 TRANSACTIONS WOULD COME THROUGH INVOICING AND THEN OF COURSE  
6 WE CONTINUE TO HAVE TO RESOLVE IMAGE REJECTIONS AND OTHER  
7 TECHNICAL THINGS THAT HAPPEN DURING THE TOLL TRANSACTION. SO  
8 THIS INFORMATION HAS BEEN VALIDATED BY MOST OF THE WORK THAT'S  
9 BEING DONE IN THIS ENVIRONMENT ACROSS THE NATION AND IT'S WHAT  
10 WE NEED TO PREPARE FOR. NEXT SLIDE. NEXT SLIDE PLEASE. YEAH.  
11 SO THE PUBLIC OUTREACH CAMPAIGN, I THINK, IS PRETTY OBVIOUS.  
12 WE WANT TO SET UP PAYMENT OPTIONS FOR FASTRAK ACCOUNTS THE  
13 GOLDEN GATE BRIDGE USES LICENSE PLATE ACCOUNTS FOR ONE TIME  
14 PAYMENTS SO WE NEED TO GET THAT INFORMATION OUT TO MAKE SURE  
15 THAT PEOPLE KNOW HOW TO PAY AND ALL THE DIFFERENT WAYS THAT  
16 THEY CAN PAY, BUT OF COURSE THE BEST SOLUTION FOR ALL OF US IS  
17 IF THEY JOIN FASTRAK WHICH IS THREE. NEXT SLIDE. NEXT PLAZA  
18 TOLL IMPROVEMENTS. WE DON'T ANTICIPATE SIGNIFICANT  
19 IMPROVEMENTS THAT WILL BE NECESSARY TO MOVE TO A MORE CASHLESS  
20 ENVIRONMENT. I THINK WE KNOW THE PLAZA OPERATES REASONABLY  
21 WELL TODAY IN THE CASHLESS ENVIRONMENT. BUT WE ANTICIPATE  
22 SIGNAGE CHANGES, STRIPING CHANGES AND OTHER DETAILS THAT  
23 AFFECT THE WAY TRANSPORTATION APPROACHES THE TOLL PLAZA. SO WE  
24 WORK CLOSELY WITH CALTRANS AND MAKE THE MINOR IMPROVEMENTS  
25 THAT WE THINK ARE NECESSARY TO REALLY FACILITATE THE TOLL



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1 TRANSACTION AND MOVEMENT ACROSS THE BRIDGE PLAZA WHILE WE WAIT  
2 FOR THE LARGER IMPROVEMENTS TO COME A COUPLE OF YEARS FROM  
3 NOW. NEXT SLIDE. ONE OF THE BIGGER CHALLENGES IN FRONT OF US  
4 IS WORKING WITH THE STATE OF CALIFORNIA TO TRANSITION THE  
5 EMPLOYEES PROPERLY. SO WE HAVE BEEN WORKING CLOSELY WITH THE  
6 SACRAMENTO ADMINISTRATIVE FOLKS AND IT IS CONSISTENT WITH THE  
7 CURRENT SEIU AGREEMENTS THAT ARE IN PLACE WITH THE COLLECTORS  
8 BUT THERE IS QUITE A BIT OF NOTICE REQUIREMENTS AND WE DO FEEL  
9 AN OBLIGATION TO MAKE SURE THERE IS AN OPPORTUNITY TO RETRAIN  
10 COLLECTORS TO OTHER PROFESSIONS INCLUDING POTENTIALLY MOVING  
11 TO OUR BACK OFFICE ENVIRONMENT. THE CALTRANS IS ALSO COMMITTED  
12 TO BEING ABLE TO ABSORB ALL OF THE EMPLOYEES BACK INTO THE  
13 WORK ENVIRONMENT IS THERE MIGHT BE SOME OPPORTUNITIES FOR  
14 FOLKS TO RETIRE A LITTLE BIT EARLY AND WE'LL CONTINUE TO WORK  
15 ON THOSE KINDS OF PLANS WITH CALTRANS OVER THE COMING MONTHS.  
16 BUT WE DO BELIEVE THAT THERE ARE SOME REALLY GOOD  
17 OPPORTUNITIES FOR THESE EMPLOYEES WHO HAVE SERVED WELL OVER  
18 THE YEARS. NEXT SLIDE. SO, IN CONCLUSION, I JUST WANTED TO  
19 SHOW YOU WHAT OUR CURRENT THINKING IS IN TERMS OF TIMELINE. SO  
20 IN MAY AND JUNE YOU APPROVED SOME WORK FOR US TO GET STARTED  
21 ON THE INVOICING AND THAT WORK IS UNDERWAY WITH CONDUENT. ONE  
22 REMINDER IS WE'RE PLANNING ON OPENING THREE MAJOR EXPRESS  
23 LANES OVER THE COURSE OF THIS TIME PERIOD AND SO WE'RE VERY  
24 MINDFUL OF MAKING SURE THAT THE WORK THAT IS BEING DONE BY  
25 CONDUENT IS SEQUENCED PROPERLY AND RESOURCED PROPERLY AND THIS



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## Meeting Transcript

1 WILL BE A CONTINUING CHALLENGE THAT WE WILL REPORT BACK OVER  
2 THE COURSE OF THE FALL BUT WE BELIEVE WITH THE CHANGE ORDERS  
3 THAT YOU HAVE AUTHORIZED BEFORE AND WITH THE ANTICIPATION THAT  
4 YOU WILL AUTHORIZE THESE TODAY, WE'LL BE WELL UNDERWAY TO BE  
5 ABLE TO INVOICE PROPERLY BY THE END OF THE CALENDAR YEAR AND  
6 REALLY CONCENTRATE ON IMPROVEMENTS BEYOND THAT TO GET US TO A  
7 TRUE ALL ELECTRONIC ENVIRONMENT. SO, TODAY, WHAT WE'RE GOING  
8 TO DO IS WHAT WE'RE ASKING FOR IS FOUR PARTICULAR ACTIONS. WE  
9 WOULD LIKE TO AWARD A CONTRACT CHANGE ORDER TO OUR CONDUENT  
10 BACK OFFICE CONTRACTOR TO ALLOW THEM TO CONTINUE TO DEPLOY THE  
11 INVOICING METHODS AND TESTING. THERE IS ALSO AN ANTICIPATION  
12 OF ADDITIONAL TRANSACTION CHARGES WHICH ARE ANTICIPATED IN THE  
13 CONTRACT, BUT WERE NOT FUNDED DIRECTLY, BECAUSE WE HAVE HAD NO  
14 KNOWLEDGE OF WHEN WE WOULD TRANSITION TO ALL ELECTRONIC  
15 TOLLING. SO THE BULK OF THE CHANGE ORDER IS REALLY ASSOCIATED  
16 WITH THE OPERATIONAL COST THAT WILL HAPPEN OVER THE COURSE OF  
17 THE NEXT YEAR OR TWO. DEVELOPMENT, AND TESTING COST IS A MINOR  
18 PORTION OF THAT \$10 MILLION CHANGE. WE'LL ALSO NEED TO  
19 PURCHASE A LOT MORE TOLL TAG. AGAIN YOU HAVE EXISTING  
20 CONTRACTS IN PLACE THAT WILL ALLOW US TO PURCHASE TOLL TAGS  
21 WE'RE ASKING TO ACCELERATE THOSE PURCHASES TODAY. WE'RE ALSO  
22 STARTING CUSTOMER OUTREACH DEVELOPMENT AND GETTING THAT WORK  
23 STARTED. FINALLY THERE IS A SMALL AMOUNT OF CIVIL WORK IN THIS  
24 CASE ON THE SOUTHERN BRIDGES YOU HAVE AUTHORIZED ENGINEERING  
25 WORK ON THE NORTHERN BRIDGES AND THIS IS REALLY DESIGNED TO



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## Meeting Transcript

1 MAKE SURE THE OPERATION IS SEAMLESS FOR THE TRAVELING PUBLIC  
2 AS THEY GO THROUGH. WE DO ANTICIPATE POTENTIALLY BEING BACK IN  
3 AUGUST WITH SOME OTHER CONTRACT ACTIONS. BUT RIGHT NOW WE  
4 ANTICIPATE NOT COMING BACK 19 UNTIL THE FALL WHEN WE'LL START  
5 TALKING ABOUT POLICY CHANGES AND OPTIONS FOR HOW WE CAN  
6 GENERATE THE TOLLING INVOICE PROPERLY AND NOTICE IT PROPERLY.  
7 SO WITH THAT STAFF RECOMMENDS THAT THE COMMITTEE AUTHORIZE THE  
8 EXECUTIVE DIRECTOR OR DESIGNEE TO NEGOTIATE AND ENTER INTO THE  
9 FOLLOWING. CONTRACT CHANGE ORDER WITH CONDUENT NOT TO EXCEED  
10 \$10.5 MILLION TO MODIFY THE CUSTOMER SERVICE CENTER AND  
11 OPERATIONS SUPPORT. WE WOULD ALSO LIKE A CONTRACT AMENDMENT  
12 WITH CARIBOU PUBLIC RELATIONS IN AN AMOUNT NOT TO EXCEED  
13 \$990,000 FOR PUBLIC OUTREACH AND EDUCATION SERVICES. WE WOULD  
14 ALSO LIKE A PURCHASE ORDER WITH NEOLOGY, NOT TO EXCEED \$2.81  
15 MILLION FOR FASTRAK TOLL TAGS, ALL SWITCHABLE TAGS THAT WE'RE  
16 GIVING TO ALL CUSTOMERS, AND THEN FINALLY A CONTRACT AMENDMENT  
17 WITH A COM FROM OUR BENCH OF CONTRACTORS NOT TO EXCEED  
18 \$250,000 FOR CIVIL DESIGN SERVICES TO SUPPORT THAT TRANSITION.  
19 AND WITH THAT I WOULD BE HAPPEN TO ANSWER ANY QUESTIONS.

20

21 **AMY R. WORTH, CHAIR:** THANK YOU VERY MUCH ANDY. I SEE NICK. I  
22 WANT TO TURN TO THE COMMITTEE --

23

24 **COM. NICK JOSEFOWITZ:** CHAIR --

25





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## Meeting Transcript

1 **AMY R. WORTH, CHAIR:** I WOULD LIKE TO FIRST TURN TO  
2 COMMISSIONER JOSEFOWITZ.

3

4 **COM. NICK JOSEFOWITZ:** THANK YOU CHAIR WORTH. ACTUALLY I SHOULD  
5 HAVE DONE THIS IN THE BEGINNING OF THE ITEM OF THE  
6 PRESENTATION. BUT I HAVE TO RECUSE MYSELF FROM THIS ITEM  
7 BECAUSE OF A CONFLICT OF INTEREST. AECOM WHICH IS BEING  
8 PROPOSED TO BE GIVEN A CONTRACT IS A FUNDER OF MY WORK SO I'M  
9 GOING TO LEAVE THE MEETING. I WILL LOG BACK ON AFTER THIS ITEM  
10 IS OVER.

11

12 **AMY R. WORTH, CHAIR:** THANK YOU NICK. ARE THERE ANY OTHER  
13 COMMITTEE MEMBERS WHO HAVE ANY QUESTIONS? ALL RIGHT THEN I'LL  
14 TURN TO THE PUBLIC --

15

16 **CAROL DUTRA-VERNACI:** I ACTUALLY EVEN RAISED MY HAND.

17

18 **AMY R. WORTH, CHAIR:** I'M SORRY -- NOW I SEE IT.

19

20 **CAROL DUTRA-VERNACI:** IN ANY CASE, FIRST OF ALL, IN TERMS OF A  
21 COMMENT, TIMING COULDN'T BE BETTER WITH THE PANDEMIC AND US  
22 TRYING TO PROTECT PEOPLE. MY QUESTION IS REGARDING -- AND I AM  
23 CERTAINLY SUPPORTIVE OF THIS -- BUT I THOUGHT I WOULD GET MORE  
24 DETAIL ON THE AMENDMENT FOR THE FUNDING FOR THE DESIGNS  
25 CHANGES ON THE SOUTHERN BRIDGES. OBVIOUSLY YOU HAVE DUMBARTON



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## Meeting Transcript

1 BRIDGE WOULD BE ONE OF THE SOUTHERN BRIDGES SO I THOUGHT I  
2 WOULD ASK FOR MORE DETAIL ABOUT WHAT THAT WOULD ENTAIL.

3

4 **AMY R. WORTH, CHAIR:** OKAY TERRIFIC. THANK YOU. ANDY, WOULD YOU  
5 LIKE TO ANSWER, RESPOND TO THAT?

6

7 **ANDREW FREMIER:** SURE. THAT'S SIMPLE. THANK YOU FOR THE  
8 QUESTION, COMMISSIONER. YOU KNOW, SEVERAL YEARS AGO, WE HAD A  
9 FASTRAK STRATEGIC PLAN THAT REALLY CHANGED THE WAY THE PLAZA  
10 APPROACHES WORK AND THAT REQUIRED AN RETIREMENT CHANGE WHERE  
11 FASTRAK OR HOV AND BUSES WERE PRIMARILY ON THE LEFT, FASTRAK  
12 WAS PRIMARILY IN THE MIDDLE AND CASH WAS ON THE RIGHT AND THAT  
13 REQUIRED A SERIES OF STRIPING AND SIGNAGE CHANGES. THOSE ARE  
14 THE KIND OF DETAIL US THAT NEED TO MAKE ADJUSTMENTS TO WHEN  
15 YOU CHANGE THE PHYSICAL APPROACH AS THE TRAVELING PUBLIC  
16 APPROACHES THE PLAZA SO WE WANT TO MAKE SURE THAT THE SIGNING  
17 IS CONSISTENT. WE DO ANTICIPATE MULTIPLE CHANGES TO THE WAY  
18 YOU PAY, AND THAT NEEDS TO BE NOTICED. TOLL SCHEDULE NEEDS TO  
19 BE NOTICED. THERE IS POTENTIAL FOR QUITE A BIT OF STRIPING AND  
20 ALIGNMENT MOVES. WE WOULD PROBABLY CONSOLIDATE SOME OF THE  
21 TRAFFIC AND MAYBE KEEP SOME BOOTHS CLOSED BECAUSE THEY'RE NOT  
22 NECESSARY IN AN ALL ELECTRONIC ENVIRONMENT. IT'S DESIGNED TO  
23 MAKE SURE WE HAVE THE ENGINEERING DETAILS RIGHT. BECAUSE THERE  
24 IS SEVERAL APPROVALS THAT TAKE PLACE BEFORE YOU ALL CAN REALLY  
25 GIVE US THE AUTHORIZE TO MOVE TO ALL ELECTRONIC TOLLING OR



## Meeting Transcript

1 EVEN TO MORE YOU IMPROVED CASHLESS ENVIRONMENT AND THAT IS  
2 GETTING THE FINANCIALS WHICH IS A CONCERN OF CFO, AND CALTRANS  
3 APPROVAL BUT WE GENERALLY ASSOCIATE WORK WITH THOSE CHANGES IF  
4 THAT'S HELPFUL.

5

6 **CAROL DUTRA-VERNACI:** OKAY THAT WAS GOOD INFORMATION. THANK YOU  
7 VERY MUCH ANDY.

8

9 **AMY R. WORTH, CHAIR:** THANK YOU CAROLE FOR THAT QUESTION. YES  
10 COMMISSIONER PEDROZA? ALFREDO.

11

12 **ALFREDO PEDROZA:** THANK YOU.

13

14 **AMY R. WORTH, CHAIR:** VICE CHAIR PEDROZA.

15

16 **ALFREDO PEDROZA:** AMY, GREAT PRESENTATION. REALLY GLAD WE'RE  
17 LOOKING THIS. WE KNOW WHAT THE COST TERMS ARE BUT HAVE WE  
18 QUANTIFIED THE POTENTIAL SAVINGS? I REMEMBER THE COST OF CASH  
19 HANDLING AND SO FORTH WAS THE PRETTY SIGNIFICANT. HAVE YOU  
20 DONE ANY ANALYSIS ON THAT?

21

22 **ANDREW FREMIER:** THE STUDY THAT WE REFERRED TO THAT WE  
23 COMPLETED IN 2016 AND IT WAS APPROVED BY BATA IN 2018 HAD ALL  
24 THAT DETAIL IN IT AND I AM HAPPY TO REFRESH THE COMMISSION  
25 THROUGH SOME OF THAT INFORMATION. WE HAVE BEEN CAUTIOUS THOUGH



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1 TO ASSUME ANY PARTICULAR SAVINGS AND HAVE PRETTY MUCH CALLED  
2 IT A WASH. WE DO ANTICIPATE THAT OVER TIME THERE WOULD LIKELY  
3 BE SOME SAVINGS, BUT YOU REALLY ARE, AS I MENTIONED A COUPLE  
4 OF TIMES, MOVING THE COLLECTORS OUT OF HARM'S WAY INTO THE  
5 BACK OFFICE. GOLDEN GATE BRIDGE HAS INDICATED THEY HAVE QUITE  
6 A BIT OF SAVINGS BUT WE'RE BEING CAUTIOUS ABOUT IT UNTIL WE  
7 UNDERSTAND IT. AND FRANKLY THE INVESTMENT IN THE CAPITAL  
8 IMPROVEMENTS IS SIGNIFICANT AND THAT WILL TAKE TIME TO ABSORB  
9 AND IT REALLY IN A LOT OF WAYS DEPENDS HOW YOU CALCULATE THE  
10 INVESTMENT BUT OUR ANALYSIS IN TERMS OF TRANSACTIONS IS  
11 ESSENTIALLY SHOWING US A WASH WITH A POTENTIAL TO SAVE A FEW  
12 BUCKS AT THE END.

13

14 **ALFREDO PEDROZA:** I APPRECIATE IT ANDY. I -- I THINK MINIMIZING  
15 THAT IS A GREAT THING. IT IS A LONG-TERM INVESTMENT BUT IT'S  
16 GOING TO PAY OFF WITH THE INSTITUTION. THANK YOU FOR BRINGING  
17 THIS FORWARD.

18

19 **AMY R. WORTH, CHAIR:** THANK YOU. ARE THERE ANY OTHER QUESTIONS  
20 OF THE COMMITTEE? OKAY. IF NOT, THEN I WILL MOVE IT TO OUR  
21 PUBLIC COMMENT. AND I SEE ONE SPEAKER, ALETA DUPREE. SO  
22 WELCOME. AND, LET'S SEE. COULD YOU -- WELL, LET'S SEE. THERE  
23 WE GO.

24



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1 **SPEAKER:** THANK YOU CHAIR WORTH AND MEMBERS. ALETA DUPREE FOR  
2 THE RECORD. GOOD PRESENTATION TODAY. THERE IS LEADERSHIP IN  
3 THIS. AND THIS FORECAST TO CONTINUE, AND I KNOW THAT IT IS NOT  
4 EASY. AND I HOPE THAT THIS CRISIS WILL PASS MUCH SOONER RATHER  
5 THAN LATER SO WE CAN ALL GO BACK TO A SENSE OF NORMALCY.  
6 BECAUSE I'M LIVING AT HOME WITH THIS WONDERING WHAT'S GOING ON  
7 SO, AS PART OF KEEPING THE PUBLIC SAFE, AGAIN, I MAINTAIN THE  
8 IMPORTANCE OF NOT HAVING STOPPING IN THE TOLL PLAZA, THAT OUR  
9 TRAVELING PUBLIC SHOULD CONTINUE TO TRAVEL THROUGH THE TOLL  
10 PLAZA WITH THEIR WINDOWS CLOSED AND WITHOUT STOPPING, FOR MANY  
11 SAFETY RELATED REASONS. AND THERE ARE RISKS IN CASH HANDLING,  
12 CERTAINLY MOVING CASH OFF BOARD TO A RETAIL NETWORK WHERE  
13 CUSTOMERS CAN PAY AT THEIR SUPER MARKET OR THROUGH -- IDEALLY  
14 THROUGH KIOSKS AND VENDING MACHINES SO WE CAN REDUCE THE CLOSE  
15 INTERACTIONS THAT ARE INVOLVED THAT HAPPEN EACH EVEN IN  
16 STORIES. SO THE TECHNOLOGY FOR THAT WILL BE NEEDED TO BE  
17 UPGRADED INTO THE COMMUNITY BECAUSE SOMETIMES I HAVE CASH AND  
18 I NEED TO GET RID OF IT. COLLECTION IS AN IMPORTANT. A  
19 REASONABLE VIOLATION POLICY IS IMPORTANT. AND THE ABILITY TO  
20 INVOICE. GOLDEN GATE IS DOING THIS AND OTHER AGENCIES ARE  
21 DOING IT AND OTHER AGENCIES HAVE BROUGHT THE CASH COLLECTORS  
22 BACK AND WITHOUT PUBLIC EXPLANATION. I APPRECIATE YOUR  
23 TRANSPARENCY IN THIS MATTER AND ASK THAT YOU CONTINUE THE WORK  
24 OF KEEPING THE TOLL PLAZAS FREE OF STOPPING. THANK YOU.

25



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## Meeting Transcript

1 **AMY R. WORTH, CHAIR:** GREAT. THANK YOU. ALETA THANK YOU FOR  
2 YOUR COMMENTS.

3

4 **JEANNIE BRUINS:** MADAM CHAIR, I WOULD BE HAPPY TO MAKE THE  
5 MOTION.

6

7 **AMY R. WORTH, CHAIR:** OKAY. I WANT TO CONFIRM, I SEE NO OTHER  
8 HANDS RAISED FROM THE PUBLIC. DO WE HAVE ANYBODY ELSE THAT  
9 WOULD LIKE TO SPEAK FROM THE PUBLIC?

10

11 **CLERK OF THE BOARD:** I SEE NO ADDITIONAL RAISED HANDS AND THERE  
12 WAS ONE WRITTEN PUBLIC COMMENT ALSO FROM ALETA DUPREE. IT WAS  
13 A SINGLE LETTER FOR TWO ITEM.

14

15 **AMY R. WORTH, CHAIR:** THANK YOU SO MUCH KIMBERLY FOR FORWARDING  
16 THAT TO US. I KNOW WE'RE PUTTING ALL THE LETTERS ONLINE AND ON  
17 OUR REPORT BUT I KNOW WE'RE ABLE TO GET THAT DIRECTLY. THANK  
18 YOU SO MUCH FOR SENDING ALL OF THE CORRESPONDENCE TO US. SO  
19 I'M SORRY. I HAVE A MOTION FROM COMMISSIONER BRUINS?

20

21 **JEANNIE BRUINS:** YES.

22

23 **AMY R. WORTH, CHAIR:** AND THERE IS A SECOND? MAY I PLEASE --  
24 I'LL ENTERTAIN A SECOND. LET ME JUST READ OUT THE MOTION. MAY  
25 I CONFIRM, TINA, THAT YOUR MOTION IS TO APPROVE THE CONTRACT



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## Meeting Transcript

1 CHANGE ORDER WITH CONDUENT STATE AND LOCAL SOLUTIONS IN THE  
2 AMOUNT OF \$10,500,000, CONTRACT AMENDMENT WITH FASTRAK PUBLIC  
3 EDUCATION FOR ALL ELECTRONIC TOLLING CARIBOU IT PUBLIC  
4 RELATIONS IN THE AMOUNT OF \$990,000, PURCHASE ORDER FOR  
5 FASTRAK TOLL TAGS WITH NEOLOGY, \$2,881,000, AND CONTRACT  
6 AMENDMENT FOR CIVIL DESIGN FOR ALL ELECTRONIC TOLLING FOR  
7 SOUTHERN BRIDGES AE COM TECHNICAL SERVICES IN THE AMOUNT OF  
8 \$250,000. IS THAT YOUR MOTION?

9

10 **JEANNIE BRUINS:** YES, THANK YOU CHAIR.

11

12 **CAROL DUTRA-VERNACI:** I'LL GO AHEAD AND SECOND IT.

13

14 **AMY R. WORTH, CHAIR:** SECOND BY DUTRA-VERNACI. BEFORE WE TAKE  
15 OUR ROLL CALL VOTE I WANT TO EXTEND GREAT APPRECIATION TO OUR  
16 BATA STAFF FOR MOVING SO QUICKLY FOR YOUR ANALYSIS OF THE  
17 OPPORTUNITIES WE HAVE, AND WHAT WE NEED TO DO TO PREPARE FOR  
18 THAT. I THINK OUR PUBLIC SPEAKERS SAID IT VERY WELL IN TERMS  
19 OF PROVIDING A SAFE ENVIRONMENT FOR OUR WORKERS AND OUR  
20 CUSTOMERS, AND WORKING OUT THE ISSUES ADHERENCE IN MAKING  
21 THESE TRANSITIONS. SO ANDY, TO YOU AND YOUR STAFF THANK YOU SO  
22 MUCH FOR MOVING THIS SO QUICKLY. AND SO SUBSTANTIVELY. YOU  
23 HAVE HELPED US UNDERSTAND WHAT WE NEED TO DO TO ACCOMPLISH  
24 THIS. SO I APPRECIATE IT A GREAT DEAL. SO WITH THAT, MAY WE



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1 PLEASE HAVE A ROLL CALL VOTE ON THIS AMENDMENT? THESE ITEM --  
2 THIS MOTION, PLEASE.

3

4 **CLERK OF THE BOARD:** YES. [ROLL CALL] I'LL NOTE THAT I AM  
5 MARKING COMMISSIONER JOSEFOWITZ AS RECUSED FROM THIS ITEM.

6

7 **AMY R. WORTH, CHAIR:** PERFECT. GREAT. ALL RIGHT. THANK YOU.  
8 THANK YOU VERY MUCH.

9

10 **CLERK OF THE BOARD:** YOU'RE WELCOME.

11

12 **AMY R. WORTH, CHAIR:** SO THAT MOTION PASSES UNANIMOUS WITH ONE  
13 RECUSAL. THANK YOU. IF SOMEBODY MIGHT LIKE TO TAP COMMISSIONER  
14 JOSEFOWITZ ON THE SHOULDER AND TELL HIM HE CAN COME BACK INTO  
15 THE MEETING. OUR NEXT ITEM 6A IS THE I80 EXPRESS LANES 680  
16 EXPRESS LANES MARKETING FASTRAK CAMPAIGN. I WANT TO THANK OUR  
17 BATA STAFF FOR GOING OUT INTO THE COUNTIES MEETING WITH THE  
18 TRANSPORTATION COMMITTEES THAT ARE GOING TO BE WORKING WITH  
19 OUR COMMUNITIES ON THE GROUND AS THESE PROGRAMS ARE  
20 IMPLEMENTED. WE HAD A SUCCESSFUL PRESENTATION AT CONTRA COSTA  
21 THE OTHER DAY AND I WANT TO THANK YOU ALL FOR PRESENTING THOSE  
22 AS WE ROLL OUT THIS PROGRAM. I WOULD LOVE TO TURN TO OUR STAFF  
23 MEMBER LYSA HALE WHO WILL PRESENT THIS ITEM.

24





## Meeting Transcript

1    **LYSA HALE:** THANK YOU COMMISSIONER. THE LYSA HALE WITH BATA  
2    STAFF. CAN WE GET THE PRESENTATION UP. THIS IS I-880 PUBLIC  
3    INFORMATION CAMPAIGN AND ALSO WHAT'S HAPPENING IN THE STATE  
4    ROUTE 37 EXPRESS LANES AND THE I80 CONTRA COSTA EXPRESS LANES  
5    RELATED TO CLEAN AIR VEHICLES. NEXT SLIDE. SO, ON THIS SLIDE,  
6    YOU CAN SEE SOME ARTWORK WHERE WE HAVE INTENDED TO CAPTURE THE  
7    TOP EDUCATIONAL MESSAGES THAT THE PUBLIC NEEDS TO KNOW ABOUT  
8    THIS PARTICULAR EXPRESS LANES. THIS ARTWORK WILL BE USED IN  
9    DIGITAL ADDS, SOCIAL MEDIA POSTS AND OUT OF HOME ADVERTISING  
10   BUT ALSO IN INFOGRAPHICS, NEWS LETTERS PRESENTATIONS  
11   FREQUENTLY ASKED QUESTIONS, WEB SITES AND OTHER  
12   COMMUNICATIONS. BECAUSE THERE ARE SEVERAL EXPRESS LANES IN THE  
13   BAY AREA AND CHANGES OCCURRING ON SEVERAL OF THEM THIS SUMMER  
14   THE ART WORK IS FLEXIBLE TO BE REPEATED IN DIFFERENT CORRIDORS  
15   WHILE ALSO GIVING VISUAL CLUES ABOUT WHICH LANES TO WHICH THE  
16   MESSAGING APPLIES FOR EXAMPLE, THE SHIELD FOR 880 OR 237.  
17   WHILE THE GENERAL INFORMATION CAMPAIGN FOCUSES ON TEACHING  
18   PEOPLE ABOUT THE EXPRESS LANES AND THE RULES FOR USING THEM WE  
19   NEED TO SEPARATE ADVERTISING EFFORT TO SPECIFICALLY PROMOTE  
20   THE NEED TO GET A FASTRAK TOLL TAG WE HAVE DEVELOPED A  
21   CAMPAIGN USING HUMOR TO TALK ABOUT WHAT YOU COULD USE A TOLL  
22   TAG FOR ENDING WITH THE TAG LINE "BETTER ON THE EXPRESS  
23   LANES." NEXT SLIDE. I'LL WALK YOU THROUGH THE CAMPAIGN. SO, I  
24   SHOULD NOTE THAT THIS CAMPAIGN IS STILL IN DEVELOPMENT SO THE  
25   PHOTOS ON THE SLIDE SHOULD BE CONSIDERED DRAFT. THEY'RE



## Meeting Transcript

1   EXAMPLES OF ADS THAT COULD BE USED FOR DIGITAL ADVERTISING.  
2   FOR EXAMPLE, YOU MIGHT SEE AN ADD LIKE THIS POP-UP IF YOU WERE  
3   LOOKING AT SOMETHING LIKE SF GATE. NEXT SLIDE. WE ALSO  
4   PRODUCED SOME VIDEOS THAT WILL BE AIRING ON FACEBOOK. YOU CAN  
5   SEE THERE IS SOME TEXT OVER THE PHOTO. SO THE ONE IN THE UPPER  
6   LEFT IS A MAN USING A FASTRAK TOLL TAG AS A HARMONICA WE HAVE  
7   ANOTHER ONE WHERE A WOMAN USES HER FASTRAK TOLL TAG AS  
8   DEODORANT AND HER CHILDREN THINK THAT'S WEIRD AND WE HAVE  
9   ANOTHER ONE WHERE TWO WOMEN ARE DRIVING IN A CARPOOL AND A ONE  
10   OF THEM USES FASTRAK TOLL TAG AS A COMPACT TO PUT ON HER  
11   MAKEUP. AND THE CHARGING STATIONS ON THE 680 CORRIDOR WE'LL BE  
12   USING ADS AT CHARGING STATIONS TO EDUCATE PEOPLE ABOUT HOW  
13   THEY NEED TO GET A TOLL TAG TO GET THE DISCOUNTS ON THE I --  
14   680 CONTRA COSTA EXPRESS LANES. THE LANDING PAGE TALKS ABOUT  
15   HOW TO USE FASTRAK AND ALL THE EXPRESS LANES IN THE REGION BUT  
16   MAKES IT CLEAR THAT YOU CAN USE FASTRAK ON THE BRIDGES. WITH  
17   THAT I'M HAPPY TO TAKE COMMENTS OR QUESTIONS.

18

19   **AMY R. WORTH, CHAIR:** LISA THANK YOU VERY MUCH FOR YOUR  
20   PRESENTATION. DO WE HAVE ANY COMMENTS FROM OUR COMMITTEE  
21   MEMBERS? OKAY. OH WAIT. I SEE TWO -- I THINK -- OH YES. OKAY.  
22   FIRST OF ALL, ANY COMMITTEE MEMBERS. JEANNIE BRUINS. I SEE  
23   YOU. THANK YOU. WORKING THE SYSTEM HERE. TRYING TO FIGURE OUT  
24   THE RAISED HANDS.

25



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## Meeting Transcript

1 **JEANNIE BRUINS:** TRYING TO MAKE SURE YOU HAVE THE RIGHT SCREEN  
2 UP AT THE RIGHT TIME.

3

4 **AMY R. WORTH, CHAIR:** EXACTLY.

5

6 **JEANNIE BRUINS:** FIRST OF ALL I WANT TO APPLAUD THE TEAM. I  
7 LOVE THE EDUCATION ARTWORK ON HOW THE LANE WORKS. I THINK IT'S  
8 SIMPLE. I LIKE THE USE OF GRAPHICS AND SUCH. IN TERMS OF THE  
9 ADVERTISING AND THE SENSE OF HUMOR AND SUCH IN TERMS OF TRYING  
10 TO GET PEOPLE TO GET A TAG, A FASTRAK TAG, I HAVE TO SAY I'M  
11 KIND OF LUKEWARM ON THAT. BUT JUST KIND OF LUKEWARM. I DON'T  
12 KNOW WHY, BUT IT DOESN'T SEEM TO MOVE ME. AND I'M NOT SURE HOW  
13 IT MAYBE NECESSARILY HELPS PEOPLE WHO ARE TOTALLY UNAWARE OF  
14 WHAT A TOLL TAG IS.

15

16 **LYSA HALE:** OKAY. GOOD FEEDBACK.

17

18 **AMY R. WORTH, CHAIR:** OKAY THANK YOU. COMMISSIONER PAPAN.

19

20 **GINA PAPAN:** YEAH. I HAVE TO AGREE ABOUT THE CAMPAIGN AD. IT'S  
21 NOT -- MAYBE I HAVE A MORE DROLL SENSE OF HUMOR. [LAUGHTER]  
22 BUT IT'S JUST NOT -- IT'S NOT DOING IT. AND IF WE'RE TRYING TO  
23 AVOID MONEY, MAYBE YOU WOULD WANT TO DO SOMETHING WHERE, LIKE  
24 SOMEBODY IS FUMBLING WITH CASH AND IT'S SIMPLER TO GET THE  
25 FASTRAK. I JUST TONIGHT KNOW. BUT IT'S NOT EXCITING.



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1

2 **LYSA HALE:** OKAY. THANK YOU.

3

4 **AMY R. WORTH, CHAIR:** THAT'S GREAT. OKAY GOOD. ANY OTHER  
5 COMMENTS. IF NOT THEN I WILL MOVE TO THE PUBLIC FOR YOUR  
6 COMMENTS. AND I SEE TWO SPEAKERS. FIRST PERSON IS AMY  
7 SERGEANT. WELCOME TO THE PODIUM. WHAT? AMY SERGEANT IS GONE.  
8 OKAY. A ALETA DUPREE. WELCOME BACK TO THE PODIUM.

9

10 **SPEAKER:** THANK YOU CHAIR WORTH. ALETA DUPREE FOR THE RECORD.  
11 GOOD PRESENTATION. EDUCATION OUTREACH IS VERY IMPORTANT AND WE  
12 WANT TO SELL SOME TOLL TAGS BECAUSE IN OUR PREVIOUS ITEM WE  
13 JUST BUDGETED FOR MORE OF THEM. I ADMIT THAT I -- I GOT -- CAN  
14 YOU HEAR ME?

15

16 **AMY R. WORTH, CHAIR:** OH YES CAN YOU START -- YOU SAID I ADMIT  
17 AND THEN YOU DROPPED OFF.

18

19 **SPEAKER:** YEAH. A PHONE CALL CAME IN. OKAY. I'LL START OVER.  
20 THANK YOU CHAIR WORTH. GOOD PRESENTATION. A LOT OF WORK IN THE  
21 VISIONS ARE VERY HELPFUL. I AM FOLLOWING THIS I'LL ADMIT I'M  
22 NOT BIG ON THE HUMOR ASPECTS OF IT. I WAS MAKING FRIED EGGS  
23 AND I THOUGHT I DON'T WANT ANYBODY COPYCATTING TRYING TO FRY  
24 THEIR EGGS WITH A FASTRAK TOLL TAG. I WOULD LIKE TO SEE US  
25 WORK ON THIS CAMPAIGN. I LIKE THE IDEA OF NEXT TIME AND DO IT



## Meeting Transcript

1 DIFFERENTLY. I THINK YEARS AGO I WAS ON AN EXPRESS WAY IN NEW  
2 YORK. I THINK THERE WAS A BILLBOARD THAT SAID NEXT TIME TAKE  
3 THE TRAIN, IF I REMEMBER. YOU'RE SITTING ON THE LONG ISLAND  
4 EXPRESS WAY. SOMETHING LIKE THAT WOULD HELP. THIS WILL HELP  
5 GETTING FASTRAK TAGS INTO THE PUBLIC'S HANDS WHICH THEY CAN  
6 USE ON THE BRIDGES WHICH WILL UP OUR FASTRAK PERCENTAGE. LET'S  
7 WORK ON THIS AS WELL AND HAVE A SENSE OF FUN ABOUT IT BUT WE  
8 HAVE TO BE CAREFUL WITH HUMOR BECAUSE NOT ALL OF US REALLY GET  
9 THAT. THANK YOU.

10

11 **AMY R. WORTH, CHAIR:** OKAY. GREAT. THANK YOU SO MUCH FOR YOUR  
12 COMMEND COMMENTS AND I'LL BRING IT BACK TO THE COMMITTEE. THIS  
13 IS AN INFORMATION ITEM. AND LYSA AS YOU SAID THIS IS A  
14 CONTINUING WORK IN PROGRESS. AS YOU MENTIONED, THIS FEEDBACK  
15 IS HELPFUL FROM THE COMMITTEE.

16

17 **LYSA HALE:** THANK YOU.

18

19 **JEANNIE BRUINS:** CAN I MAKE ONE MORE COMMENT?

20

21 **AMY R. WORTH, CHAIR:** OH GENE ES OF COURSE.

22

23 **JEANNIE BRUINS:** WE DEFINITELY NEED THIS CAMPAIGN WITH THE  
24 OPENING UP OF THE EXPRESS LANES BUT THE TOLL TAG HAS MORE THAN  
25 ONE PURPOSE. AND SO, I GUESS, WHILE I SEE THE NEED FOR THE



## Meeting Transcript

1 EXPRESS LANES, I THINK THE -- THERE IS VALUE IN GETTING THIS  
2 BEYOND THAT AND WHETHER OR NOT IT'S A MATTER OF OOPS, AM I  
3 READY TO PAY? AM I IN THE LANE WRONG BECAUSE I DON'T HAVE ONE  
4 OF THESE? I DON'T KNOW. BUT THE BRIDGES END, THE EXPRESS LANES  
5 BOTH USES THERE IS A MAJOR CONVENIENCE FACTOR FOR THE PUBLIC  
6 TO GET ONE OF THESE AND I GUESS I WOULD LIKE TO SEE THAT  
7 MESSAGE ABOUT CONVENIENCE BE THERE.

8

9 **AMY R. WORTH, CHAIR:** TERRIFIC.

10

11 **LYSA HALE:** YES.

12

13 **AMY R. WORTH, CHAIR:** GREAT. GOOD POINT. I DIDN'T WANT TO CUT  
14 YOU OFF. GREAT. TERRIFIC. I LOVE THE SMALL TOLL TAGS WE WENT  
15 FROM THE LARGER TAGS TO THE SMALLER TOLL TAGS AND THAT WAS A  
16 GREAT USER IMPROVEMENT. OKAY WITH THAT THEN STAFF WILL TAKE  
17 THE INPUT.

18

19 **SCOTT HAGGERTY:** HI.

20

21 **AMY R. WORTH, CHAIR:** OKAY CHAIR HAGGERTY?

22

23 **SCOTT HAGGERTY:** I HATE TO PILE ON BUT I WAS GOING TO GIVE THE  
24 THOUGHTS I HAD, BECAUSE I WAS JUST GOING TO BE NICE BUT I HAVE  
25 A LOT OF MILLENNIALS THAT WORK FOR ME AND I ACTUALLY SHOWED IT



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1 TO THEM AND THEY FELT IT WAS CHEESY. AND THE ONLY REASON I'M A  
2 LITTLE CONCERNED ABOUT THAT IS, THOSE ARE THE PEOPLE WE'RE  
3 TRYING TO GET TO. SO I THINK WE NEED TO BE COGNIZANT THAT WE  
4 MAY NOT BE HITTING ALL AGE GROUPS.

5

6 **LYSA HALE:** THAT'S ACTUALLY GREAT FEEDBACK. THANK YOU.

7

8 **AMY R. WORTH, CHAIR:** ALL RIGHT MR. CHAIR. THANK YOU SO MUCH.  
9 AS YOU SAID THIS IS THE GROUP. WE NEED TO REACH MILLENNIALS  
10 AND ALL THOSE USING THIS. THANK YOU. A LOT OF THEM ARE  
11 COMMUTING AND USING BRIDGES AND CAROLE, WE LIKE YOUR ASSISTANT  
12 HERE WHO HAS JOINED YOU FOR THE CALL. OKAY. I WILL TURN TO OUR  
13 COMMITTEE CLERK AND ASK IF THERE ARE ANY NAMES OR  
14 ORGANIZATIONS THAT WOULD LIKE TO PRESENT PUBLIC COMMENT TO OUR  
15 MEETING?

16

17 **CLERK OF THE BOARD:** NO. I HAVE RECEIVED NO WRITTEN PUBLIC  
18 COMMENT.

19

20 **AMY R. WORTH, CHAIR:** OKAY WITH THAT THEN, OUR MEETING NOW IS  
21 ADJOURNED TO THE NEXT MEETING FOR THE BATA OVERSIGHT COMMITTEE  
22 WHICH WILL BE SCHEDULED TO BE HELD ON WEDNESDAY, AUGUST 12TH.  
23 AND THE DATE -- THE LOCATION TO BE DETERMINED. EITHER IN  
24 PERSON OR VIA ZOOM. SO THANK YOU, AGAIN, THANK YOU FOR  
25 EVERYONE AND THE PUBLIC FOR PARTICIPATING IN OUR MEETING AND I



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1 WILL PASS THE GAVEL OVER TO MY COLLEAGUE FOR THE NEXT  
2 COMMITTEE MEETING. THANK YOU SO MUCH. [ADJOURNED]  
3