METROPOLITAN TRANSPORTATION COMMISSION

Meeting Transcript

BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE

WEDNESDAY, SEPTEMBER 9, 2020, 9:35 AM

AMY R. WORTH, CHAIR: GOOD MORNING EVERYONE. THIS IS AMY WORTH, I'M CHAIR OF THE BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE AND IT'S MY PLEASURE TO CALL OUR MEETING FOR WEDNESDAY SEPTEMBER 9TH. I WOULD LIKE TO TURN TO STAFF, PLEASE, AND ASK FOR THE PREPARED NOTICE ABOUT THE MEETING TO DATE. 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. 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

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

INFO@BAYAREAMETRO.GOV. WRITTEN COMMENTS RECEIVED WILL BE POSTED TO THE ONLINE AGENDA AND ENTERED INTO THE RECORD BUT WILL NOT BE READ OUT LOUD. IF AUTHORS OF THE WRITTEN CORRESPONDENCE WOULD LIKE TO SPEAK, THEY ARE FREE TO DO ON THE REFERENCED AGENDA ITEM OR ANY TOPIC THEY CHOOSE. SPEAKERS SHOULD RAISE THEIR HAND, AND I WILL CALL UPON THEM AT THE APPROPRIATE TIME. A ROLL CALL VOTE WILL BE TAKEN FOR ALL ACTION ITEMS. THE CHAT FEATURE IS ACTIVE, HOWEVER, PLEASE BE AWARE THAT ANYTHING TYPED INTO THE CHAT WILL BE SUBJECT TO PUBLIC DISCLOSURE. THE CHAT FEATURE IS NOT AVAILABLE TO ATTENDEES. IN ORDER TO GET THE FULL ZOOM EXPERIENCE, PLEASE MAKE SURE YOUR APPLICATION IS UP TO DATE.

AMY R. WORTH, CHAIR: THANK YOU VERY MUCH. AND NOW I WOULD LIKE TO MOVE ON TO AGENDA ITEM ONE WHICH IS THE ROLL CALL AND THE CONFIRMATION OF THE QUORUM. MAY I PLEASE TURN TO OUR COMMITTEE CLERK FOR THAT, PLEASE?

CLERK OF THE BOARD: YES. GOOD MORNING. COMMISSIONER BRUINS?

JEANNIE BRUINS: PRESENT.

CLERK OF THE BOARD: DUTRA-VERNACI?

CAROL DUTRA-VERNACI: PRESENT.

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

CLERK OF THE BOARD: GLOVER?

FEDERAL D. GLOVER: PRESENT.

CLERK OF THE BOARD: JOSEFOWITZ? ABSENT. COMMISSIONER PAPAN?

GINA PAPAN: PRESENT.

CLERK OF THE BOARD: RONEN?

DIR. HILLARY RONEN: PRESENT.

CLERK OF THE BOARD: SCHAFF? SCHAFF IS ABSENT. COMMISSIONER TAVARES IS ABSENT. AND WORTH?

AMY R. WORTH, CHAIR: HERE.

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

AMY R. WORTH, CHAIR: GREAT. KIMBERLY THANK YOU VERY MUCH. OUR NEXT ITEM IS THE PLEDGE OF ALLEGIANCE AND MAY I INVITE EVERYONE TO TURN TO COMMISSIONER PAPAN'S SCREEN AND MAY I INVITE COMMISSIONER PAPAN TO LEAD US IN THE PLEDGE OF ALLEGIANCE?

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

GINA PAPAN: OKAY. DOES EVERYBODY SEE THE FLAG THERE?

AMY R. WORTH, CHAIR: YOU GOT IT.

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

AMY R. WORTH, CHAIR: THANK YOU COMMISSIONER, VERY MUCH. OUR NEXT ITEM IS THE COMPENSATION ANNOUNCEMENT. I WOULD LIKE TO TURN BACK TO OUR CLERK FOR READING THAT, PLEASE.

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

AMY R. WORTH, CHAIR: OKAY. KIMBERLY, THANK YOU VERY MUCH. OUR NEXT ITEM IS THE CONSENT CALENDAR. DO I HAVE ANY MEMBERS OF THE COMMITTEE OR STAFF OR MEMBERS OF THE PUBLIC THAT WOULD

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

LIKE TO REMOVE ANY ITEMS FROM THE CONSENT CALENDAR? KIMBERLY, HAVE WE RECEIVED ANY CORRESPONDENCE REGARDING THAT?

CLERK OF THE BOARD: MADAM CHAIR, WE HAVE NOT RECEIVED ANY WRITTEN PUBLIC COMMENTS AND I SEE NO RAISED HANDS FROM THE PUBLIC.

GINA PAPAN: PAPAN MOVE APPROVAL.

JEANNIE BRUINS: BRUINS SECOND.

AMY R. WORTH, CHAIR: PAPAN MOVES AND BRUINS SECONDS. KIMBERLY MAY I TURN TO YOU FOR ROLL CALL ON THE CONSENT CALENDAR?

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

AMY R. WORTH, CHAIR: GREAT. KIMBERLY THANK YOU VERY MUCH. NOW GOING TO ITEM 5A. THIS IS CONTRACT CHANGE ORDER WITH CONDUENT STATE AND LOCAL SOLUTIONS, INC. (CONDUENT) FOR OPERATIONS COSTS RELATED TO CASHLESS TOLL COLLECTION AND A CONTRACT AMENDMENT WITH HNTB CORPORATION FOR DESIGN OF SATELLITE CUSTOMER SERVICE CENTERS AND A REQUEST TO REFER BATA RESOLUTION NO. 52, REVISED AND BATA RESOLUTION NO. 137 TO THE FULL AUTHORITY FOR APPROVAL OF REVISIONS TO SUPPORT CONVERSION

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

TO ALL ELECTRONIC TOLLING AND TO ALLOW SUSPENSION OF PENALTIES FOR VIOLATION NOTICES ISSUED DURING THE PERIOD WHILE CASH PAYMENT IS NOT AVAILABLE ON THE STATE-OWNED BRIDGES THAT STARTED IN MARCH 2020. SO I WOULD LIKE TO TURN TO ANDREW FREMIER FOR THAT ITEM, PLEASE?

ANDREW FREMIER: GOOD MORNING COMMISSIONERS, CHAIR WORTH, THANK YOU FOR THE INTRODUCTION, I THINK WE HAVE A PRESENTATION TO PUT UP. I THINK A LOT OF THIS IS FAMILIAR TO YOU ALL, BUT THERE ARE SOME IMPORTANT ACTIONS THAT WE WOULD LIKE TO TAKE FORWARD. SO I'M GOING TO RUN THROUGH SOME SLIDES THAT ARE PRETTY FAMILIAR AND THEN THE ACTIONS. THERE IS TWO CONTRACT ACTIONS, COMMITTEE APPROVAL AND TWO BOARD RESOLUTIONS THAT WILL GO FORWARD TO THE FULL AUTHORITY AT THE END OF THE MONTH. NEXT SLIDE. THESE ARE THE ACTIONS THAT WE'LL TALK ABOUT. FIRST IS THE ADDITIONAL OPERATING COST ASSOCIATED WITH THE NEW PROCESSING OF INVOICES AND PROVING OUR ABILITY TO GO AFTER CASH PAYERS AND GIVING THEM OPPORTUNITIES TO PAY AND ALSO OPPORTUNITIES TO INVOKE THE VIOLATION PROCEDURES MORE PROPERLY. WE'RE GOING TO TALK BRIEFLY ABOUT SOME INVESTIGATIONS WE WOULD LIKE TO DO IN STATE OWNED FACILITIES IN PARTICULAR A COUPLE OF THE TOLL PLAZA AS TO SEE IF THEY CAN BE REPURPOSED AT ALL FOR ALL ELECTRONIC TOLLING SERVICES AND CUSTOMER SERVICE REPRESENTATION. AND THEN WE HAVE GOT THE TWO RESOLUTIONS, THE FIRST ONE REALLY DEALS WITH ALL THE BUSINESS

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

RULES THAT WE'LL NEED TO CHANGE IN ORDER TO INSTITUTE INVOICING AND THEN THE LAST IS TO CONTINUE TO TRY TO BE BENEVOLENT IN HOW WE MOVE FORWARD DURING THIS PANDEMIC SITUATION WE'RE IN RIGHT NOW. NEXT SLIDE. NEXT SLIDE. SO THE FIRST ITEM IS JUST A REMINDER OF WHERE WE'RE AT. IN TRADITIONAL TOLLING, YOU GO THROUGH AND DON'T PAY YOUR BILL, WE SEND YOU A $25 VIOLATION IT ESCALATES TO $70 AFTER THAT AND THEN MOVE TO DMV HOLDS AFTER SHELTER IN PLACE YOU RECEIVE BY MAIL AND WE REMOVE THE PENALTY PER TRANSACTION 25 AND $70 THEN WE SUSPEND THE HOLD BUT WE'RE TRYING TO MAINTAIN AND PROTECT THE RIGHT SO AT THE TIME WE CAN PURSUE THE LOSS REVENUE WE STILL HAVEN'T RECEIVED YET FROM SOME OF THE PATRONS. NEXT SLIDE. WHAT WE ARE TALKING ABOUT DOING IS REINSTITUTING THE ESCALATION PROCESS IN THE NEXT MONTH OR SO. BUT ALSO, REMAIN WITHOUT CHARGING VIOLATIONS. SO THE IDEA THERE WOULD BE WE WOULD RESTART THE ESCALATION PROCESS BY SENDING A FIRST NOTICE OF VIOLATION AFTER A PERIOD OF TIME THAT THE CUSTOMER DOESN'T PAY. WE WOULD SEND A VIOLATION SECOND NOTICE AFTER THAT POINT BUT AGAIN WITH NO PENALTIES THEN PROCEED TO THE DMV HOLD. WE'RE TALKING ABOUT MODIFICATION AND PROCESS IMPROVEMENTS THAT ARE MANUAL THAT WOULD ALLOW US TO AMEND THE GOLDEN GATE BRIDGE INVOICING PROCESS WE HAVE TALKED ABOUT IN THE PAST. IT'S A CHALLENGE TO MAKE SURE IT'S CUSTOMER FRIENDLY AND UNDERSTANDABLE WE WANT TO MINIMIZE LEGAL RISKS WITH THE VARIOUS STEPS WE HAVE TO TAKE TO GET TO DMV HOLD AND ALSO TIME

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

RESTRICTIONS ON HOW QUICKLY WE GET THAT INFORMATION TO THE PATRON SO THEY HAVE AN OPPORTUNITY TO PAY. WE WILL ALSO BE WORKING VERY HARD AT TRYING TO MAKE SURE THAT THE DMV PROCESS IS SOMETHING THAT THE CUSTOMER WILL HAVE AN OPPORTUNITY TO REALLY UNDERSTAND BEFORE THAT IS INVOKED. NEXT SLIDE. THE MISNOMER HERE IS REALLY IN OUR WRITE UP THERE. IT'S TRUE THAT THE OPERATING BUDGET DID NOT FORESEE THIS CHANGE, BUT THE ADDITIONAL ESCALATION COSTS ARE IN THE CAPITAL -- OR IN THE OPERATING BUDGET, AND THEY'RE REALLY A TRANSFER FROM MANUAL COLLECTION TO THIS CASHLESS ENVIRONMENT. SO THE GOOD NEWS IS THAT WE HAVE GOT A BUDGET THAT CAN COVER THESE EXPENSES THERE IS TWO COMPONENTS OF IT THEY'RE ALL TRANSACTIONAL COST ASSOCIATED WITH FIRST OF ALL THE FACT THAT WE HAVE A SIGNIFICANTLY LARGER NUMBER OF VIOLATE -- OR NOTICES THAT WE SEND OUT. IT'S SIX TIMES WE DO ON A NORMAL BASIS SO THAT TRANSLATES TO MORE NOTICES THAT GET SENT OUT INITIALLY AND NEXT PART OF THE PROCESS IS REBOOTING SENDING OUT THESE VIOLATIONS TO PROTECT THAT RIGHT AND THAT'S AN ADDITIONAL MAILING AND ADDITIONAL SERIES OF INVOICES THAT GET SENT OUT TO THE CUSTOMER AND THAT CREATES ADDITIONAL COST FOR THE DURATION OF THIS EXPERIENCE WE'RE IN. OBVIOUSLY IT'S TRANSACTIONAL BASED SO WE ONLY PAY WHAT WE DO INCUR AND IF THE TOLL COLLECTORS DO COME BACK THEN THIS PROCESS WILL STOP AND WE'LL GO BACK TO BUSINESS AS NORMAL UNTIL WE'RE TRULY IN AN ALL ELECTRONIC ENVIRONMENT WHICH WE ESTIMATE TO BE AT START OF THE

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

CALENDAR YEAR '21. NEXT SLIDE. I WANT TO TALK BRIEFLY ABOUT THE SATELLITE CUSTOMER SERVICE CENTERS. IT WAS TOPIC OF DISCUSSION LAST TIME AND IT'S REALLY SPECIFIC. NEXT SLIDE. AS YOU'RE ALL AWARE THERE ARE TOLL PLAZAS IN EACH OF THE SEVEN BRIDGES, THE BAY BRIDGE AND THE VENETIAN MARTINEZ BRIDGE AND THE BUILDING NEAR THE PARK HAVE OPPORTUNITIES TO BE REPURPOSED FOR AN ALL ELECTRONIC ENVIRONMENT BUT WE NEED TO DO ENGINEERING WORK TO DETERMINE IF THAT'S FEASIBLE AND COST EFFECTIVE. WE BELIEVE THAT WHETHER OR NOT WE DEVELOP THESE PHASES IT WILL BE GOOD FOR THE NEXT GENERATION OF CUSTOMER SERVICE CENTER BECAUSE WE KNOW THE NEXT GENERATION WON'T REQUIRE THE SAME CAPACITY TO BE HELD AT THE BAY BRIDGE OR THE BENICIA ADMINISTRATION BUILDINGS THESE ARE ALREADY STATE OWNED FACILITIES THEY HAVE QUITE A BIT OF INFRASTRUCTURE THAT'S IMPORTANT FOR TOLL COLLECTION. IN THE EVENT THE TOLL COLLECTORS TRANSITION TO CONDUENT EMPLOYEES IT'S A TRADITIONAL SPOT FOR THEM TO LOCATE N THIS IS REALLY DUE DILIGENCE ON EXISTING STATE FACILITIES IN THE BAY AREA TO SEE WHETHER OR NOT THEY WOULD SUPPORT THIS, A NEED FOR ADDITIONAL SPACE IN THIS COVID ENVIRONMENT THAT REQUIRES QUITE A BIT OF SOCIAL DISTANCING WITH THE CUSTOMER SERVICE REPRESENTATIVES. NEXT SLIDE. I WANT TO TALK, NOW, ABOUT THE ITEMS THAT ARE GOING TO THE FULL AUTHORITY AT THE END OF THE MONTH. FIRST IS RESOLUTION 52 WHICH REALLY HAS ALL OF YOUR CUSTOMER SERVICE CENTER RULES AND POLICIES SET UP AND PERFORMED BY THE CUSTOMER

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

SERVICE CENTER. IN LINE WITH ALL OF THE PRACTICES GOLDEN GATE BRIDGE DOES AND ARE AT THE HEART OF HOW WE MANAGE AND STAY WITHIN AND UNDERSTAND WHAT OUR BUSINESS POLICIES ARE. NEXT SLIDE. SO, WHAT WE WANT TO DO WITH THOSE CHANGES IS ALLOW US THE OPPORTUNITY TO SEND OUT TRADITIONAL INVOICES. THIS IS IDENTICAL TO WHAT THE GOLDEN GATE BRIDGE DOES IF YOU ARE A CUSTOMER GOING THROUGH AND YOU DON'T HAVE ANY PREPAID ACCOUNT OF ANY SORT. IT'S A PROCESS THAT WE NEED TO CHANGE THE BUSINESS ROLES TO ALLOW US TO DO SO AND THAT'S WHAT THIS CHANGE IN POLICY DOES. WE ALSO WANT TO INCORPORATE A CASH PAYMENT NETWORK AND HERE AS YOU SHOW IN THE MAP IS WHERE THE GOLDEN GATE BRIDGE DISTRICT HAS SET UP CUSTOMER SERVICE ENVIRONMENTS, THE PINS GREEN AND RED REPRESENT WHETHER OR NOT YOU CAN PAY THROUGH A KIOSK OR IN-PERSON. SO THEY'RE REALLY NOT ALL THAT IMPORTANT. SERVICE FUNCTIONS ARE THE SAME. POINT IS THOSE ARE ALL CUSTOMER SERVICE ESTABLISHED AREAS WHERE A CUSTOMER CAN COME IN AND PRESENT A CASH PAYMENT FOR FASTRAK FOR CONVENIENCE IT'S AN IMPORTANT ASPECT OF ALL ELECTRONIC TOLLING TO MAKE SURE THAT THE NON-BANKED OR THE PEOPLE WITH NOT CREDIT CARDS HAVE THE OPPORTUNITY TO PAY THEIR BILLS IN WHATEVER CONVENIENCE THAT'S AVAILABLE TO THEM. THESE ARE ALSO AREAS WHERE WE'RE SEEING QUITE A BIT OF TRANSITION WITH PHONE APPS FOR PAYMENT AND WE WANT TO BUILT ON THAT OPPORTUNITY. THERE ARE FEES ASSOCIATED WITH THIS WE'RE GOING TO MIMIC WHAT THE GOLDEN GATE BRIDGE DOES SOME CASES CUSTOMER PAYS THE FEE

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

AND SOMETIMES THE AGENCY PAYS THE FEE. WE'LL TALK ABOUT ALL STRATEGIES SO WE CAN PROVIDE THE BEST ECONOMIC WAY FOR THE AGENCY TO COVER THE COST OF TOLL COLLECTION AS APPROPRIATE AND COLLECT OUR TOLLS AS WE ALL EXPECT TO DO. NEXT SLIDE. THE LAST IS A LITTLE BIT MORE OF AN ADMINISTRATIVE DEAL. WE REALLY HAVE A SEPARATE RESOLUTION TO DEAL WITH THE ENVIRONMENT OF CASHLESS, AND THE COVID SUSPENSION OF VIOLATION PAYMENTS. SO, WE PREFER TO PUT THIS IN A SEPARATE RESOLUTION THAT WILL ONLY BE IN PLACE AS LONG AS WE HAVE THE VIOLATION SUSPENDED. SO, NEXT SLIDE. IN EFFECT, WHAT THIS ALLOWS US TO DO IS WHAT WE'RE CURRENTLY DOING BUT ADDING IN THE TOLL ONLY NOTICE THAT WOULD REMOVE THE TOLL VIOLATION FROM THE FIRST PASSAGE, SENDING A REMINDER NOTICE FOLLOWED BY THE TWO NORMAL VIOLATION ESCALATIONS AND THEN EVENTUALLY DMV HOLD, BUT THE SIGNIFICANT CHANGE TO THE AUTHORITY IS THAT WE ARE GOING TO CONTINUE IN THIS ENVIRONMENT UNTIL THE COLLECTORS RETURN OR UNTIL WE GET TO CASHLESS OR TO ALL ELECTRONIC TOLLING, OUR RECOMMENDATION IS THAT WE DO NOT CHARGE VIOLATION ESCALATIONS AT THAT POINT TO TRY TO MAKE IT, AGAIN, AS EASY AS POSSIBLE FOR CUSTOMERS AND PATRONS TO PAY THEIR TOLLS. NEXT SLIDE. SO THE RECOMMENDED ACTIONS ARE PRETTY SIMPLE. WE HAVE TWO CHANGE ORDERS, A CONTRACT CHANGE ORDER WITH CONDUENT IN AN AMOUNT NOT TO EXCEED $28,700,000 TO PROVIDE FOR SYSTEM AND OPERATION SUPPORT FOR THE CASHLESS ENVIRONMENT, IMPLEMENTED BACK IN MARCH. WE ALSO WOULD LIKE A CONTRACT AMENDMENT WITH HNTB TO HELP US EXPLORE

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

AND DO POLITICAL DESIGN OF TENANT IMPROVEMENT IN OUR TOLL FACILITIES AND TWO RECOMMENDED ACTIONS, THE COMMITTEE RECOMMENDS TO THE AUTHORITY FOR APPROVAL AND THAT'S RESOLUTION 52 REVISED IT WOULD INCLUDE INVOICING AND REFERENCES TO THE CASH PAYMENT NETWORK AND ALSO RESOLUTION 137 THAT SUSPENDS THE ASSESSMENT OF VIOLATION PENALTIES ON THE BRIDGES UNTIL THE COLLECTORS RETURN OR UNTIL WE GET A PROPER INVOICING SYSTEM SET UP WHICH, AGAIN, I HAVE ANTICIPATED WE ESTIMATE TO BE AT THE START OF NEXT CALENDAR YEAR, JANUARY 21ST. THAT'S THE PRESENTATION OF INFORMATION I WOULD BE HAPPY TO ANSWER ANY QUESTIONS AND LOOK FORWARD TO YOUR ACTIONS.

AMY R. WORTH, CHAIR: ANDY THANK YOU VERY MUCH FOR THAT EXCELLENT REPORT THAT LAID OUT QUICKLY WHAT OUR INTENT IS BOTH CURRENTLY AND IN THE FUTURE. SO LET ME BEGIN BY ASKING IF THERE ARE ANY QUESTIONS OF THE COMMITTEE, AND THEN I'LL GO PUBLIC COMMENT AND THEN COME BACK TO OUR DECISION AND DISCUSSION. SO, I SEE SPERING HAS A QUESTION.

JAMES P. SPERING: JUST MAYBE SLIGHTLY OFF THE SUBJECT. ANDY HAS THERE BEEN ANY THOUGHT ABOUT ISSUING THE INVOICE AT THE BRIDGE, AT THE TOLL BOOTH? AND I AM ASSUMING YOU GOT A HECK OF A LOT OF MAILING HERE. I KNOW WHEN I GO INTO THE AIRPORT, THE PRINTED TICKET HAS MY LICENSE PLATE ON IT AND EVERYTHING, IS THERE ANY CONSIDERATION FOR ISSUING THE INVOICE AT THE BRIDGE?

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

ANDREW FREMIER: SPERING, THE PROBLEM GENERALLY WITH THAT IS TRAFFIC AND THE SPEED, ALSO REQUIRING MODIFICATION OF THE SYSTEM IN THE BOOTH OF CASH HAND OVER THAT WOULD BE A CHALLENGE IN TERMS OF MECHANICS AND TRAFFIC MOVEMENT. WHILE WE HAVE TAKEN A LOOK AT DIFFERENT WAYS TO ALLOW OPPORTUNITIES TO PAY LIKE CREDIT CARDS AND THINGS LIKE THAT IN THE BOOTH NOTHING HAS PANNED OUT AS BEING EFFICIENT I WOULD SAY THE ANSWER TO THAT IS WE HAVE EXPLORED IT BUT IT'S NOT EFFECTIVE.

JAMES P. SPERING: WHY IS THAT SLOWER THAN DEALING WITH CASH? I DON'T COULD THAT?

ANDREW FREMIER: WELL, YOU --

JAMES P. SPERING: THE OTHER QUESTION, THEY WANTED TO ASK, IS THAT, WHAT'S GOING TO DISCOURAGE PEOPLE, I MEAN, FROM -- WHY WOULD I GO GET A FASTRAK IF YOU'RE GOING TO BILL ME. I'LL JUST STOP USING MY CREDIT CARD, I'LL JUST GO THROUGH GOING LET THEM BILL ME, AND I SEE A LOT MORE PEOPLE DO THAT. WHY HAVE A FASTRAK IF YOU'RE GOING TO BILL ME. IT SOUNDS LIKE A DISADVANTAGE.

ANDREW FREMIER: FIRST OF ALL TO ANSWER YOUR QUESTIONS WE WOULD HAVE TO PUT COLLECTORS BACK INTO THE BOOTH TO DO THE RECEIPT.

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

IN TERMS OF THE SECOND WE WANT TO CHARGE A DIFFERENTIAL. GOLDEN GATE BRIDGE CHARGES A DIFFERENTIAL SO THE CUSTOMER PAYS FOR THE TRANSACTION FEE ASSOCIATED WITH INVOICING AND CHOOSING TO PAY POST PAY OR ANYTHING LIKE THAT. SO AGAIN PART OF OUR PRACTICE WILL BE, FIRST OF ALL TO MIMIC THE GOLDEN GATE BRIDGE WHICH DOES HAVE DIFFERENT PAYMENT STRUCTURES THAT ALLOW FOR ADDITIONAL COST FOR THAT WORK, AND THEN EVENTUALLY OVER THE COURSE OF THE FALL WE WANT TO LOOK AT WHAT THOSE POLICIES ARE AND BRING BACK RECOMMENDATIONS THAT MAKE SENSE IN THE LONG RUN BECAUSE INVOICING IS MORE EXPENSIVE FOR US AND IF IT'S A CUSTOMER CONVENIENCE AS OPPOSED TO JOINING FASTRAK THEN WE BELIEVE THE CUSTOMER SHOULD BE RESPONSIBLE FOR THAT BENEFIT.

AMY R. WORTH, CHAIR: ANY OTHER QUESTIONS, JIM?

JAMES P. SPERING: NO. THANK YOU. BUT, YOU KNOW, I MEAN, ANDY, YOU DON'T NEED TO BRING TOLL COLLECTORS BACK THEY HAVE ELECTRONIC MACHINES THAT ISSUE THOSE INVOICES YOU JUST PULL IT UP AND DRIVE-THRU. THAT DOESN'T REQUIRE A RESPONSE. THANK YOU MADAM CHAIR.

AMY R. WORTH, CHAIR: THANK YOU CHAIR. COMMISSIONER PEDROZA?

ALFREDO PEDROZA: THANK YOU MADAM CHAIR. ANDY, VERY SUPPORTIVE OF THIS. I THINK IT'S AN EXCITING VISION OF ALL ELECTRONIC

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

TOLLING. REALLY APPRECIATE THAT. THE QUESTION, TO PIGGYBACK ON WHAT SPERING WAS SAYING, THE BILLING FOR FEES AND ASSESSMENTS WE CAN PAY INCENTIVIZING PEOPLE DRIVING THROUGH AND NOT HAVING A FASTRAK IS THAT CORRECT?

ANDREW FREMIER: CORRECT.

ALFREDO PEDROZA: THAT'S THE LEVER WE'RE GOING TO HAVE, WE WANT TO REWARD BEHAVIOR FOR FASTRAK AND EFFICIENCY OF IT, I SEE THAT AS AN OPPORTUNITY TO ALWAYS ADD SOMETHING TO THE INVOICE TO MAKE SURE PEOPLE ARE USING IT IN THE MOST CONVENIENT WAY. AND THE DEFAULT NOTICES FOR COVID IS THE RIGHT THING TO DO, VERY SUPPORTIVE OF THAT OF WHAT WE'RE TRYING TO ACCOMPLISH HERE.

AMY R. WORTH, CHAIR: THANK YOU. THERE ARE ANY OTHER QUESTIONS? IF NOT, THEN I WILL TURN TO PUBLIC COMMENT. AND I WOULD LIKE TO WELCOME ALETA DUPREE TO THE PODIUM.

SPEAKER: THANK YOU CHAIR WORTH AND MEMBERS. ALETA DUPREE FOR THE RECORD. IT'S GOOD TO BE BACK WITH YOU, AND I'LL NOT TRY TO REPEAT WHAT I HAVE SAID IN MY LETTER THEY HAVE SENT, BUT THIS IS GOOD DISCUSSION AND GOOD WORK, WORTHY OF APPROVAL BOTH FOR YOUR COMMITTEE APPROVAL AND FOR REFERENCE FORWARD TO THE AUTHORITY. I SEE A LOT OF EQUITY MEASURES IN THIS PLAN. WE

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

REALLY JUST WANT TO COLLECT OUR TOLLS THAT ARE DUE, AND NOT MAKE IT HARDER FOR PEOPLE, AND I THINK WE'RE LEARNING THE LESSONS AND FOLLOWING WHAT'S BEEN DONE WRONG IN OTHER STATES AND NOT MAKING THOSE MISTAKES HERE IN CALIFORNIA. DMV HOLD IS REASONABLE. WE JUST WANT TO GET OUR MONEY AND PEOPLE WANT TO BE ABLE TO DRIVE THEIR CARS. SO, LET'S GET THIS PASSED AND CONTINUE TO INNOVATE WORKING ON ELECTRONIC INVOICING AND DECREASE OF THE MAIL AND WAYS THAT PEOPLE CAN PAY IN THE COMMUNITY AND ACCESS THEIR INFORMATION IN THE COMMUNITY. THANK YOU. I ASK FOR A YES VOTE AT THIS TIME. APPRECIATE IT.

AMY R. WORTH, CHAIR: ALETA THANK YOU VERY MUCH FOR YOUR COMMENTS. LET ME ASK KIMBERLY, ARE THERE ANY OTHER PUBLIC COMMENTS THAT YOU SEE? OR, I KNOW THAT ALETA REFERENCED THE LETTER THAT WE RECEIVED, ARE THERE ANY OTHER -- IS THERE ANY OTHER CORRESPONDENCE OR PUBLIC INPUT ON THIS ITEM

CLERK OF THE BOARD: NO OTHER PUBLIC COMMENT OTHER THAN THE 1A -- ALETA REFERENCED. AND NO RAISED HANDS.

AMY R. WORTH, CHAIR: I CONCUR WITH STAFF RECOMMENDATIONS. I THINK ELIMINATING THE ESCALATION OF FINES IS AN EXCELLENT PART OF THIS PLAN. AND THE OTHER THING IS TO BE HELPFUL, I KNOW EVERY OPPORTUNITY WE HAVE TO REACH A DRIVER AND ENCOURAGE THE FASTRAK, IT WAS HELPFUL TO SEE THE MAP THAT PROVIDED THE PLACE

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

WHERE PEOPLE PREFERRED TO GO GET AND USE DIFFERENT WAYS OF FUNDING THE FASTRAK WITHOUT USING A CREDIT CARD OR PUTTING IN AUTO PAY. SO I DO THINK IT REPRESENTS A CONVENIENCE TO THE MOTORIST, SO THE MORE PEOPLE WE CAN GET TO ENCOURAGE TO USE FASTRAK, SO ANDY JUST QUICK QUESTION. DO WE INCLUDE THAT WHEN WE SEND EACH ONE OF THOSE INVOICES? SORT OF A MARKETING PIECE THAT ENABLES THEM TO, YOU KNOW, PICK UP FASTRAK AND THAT SORT OF THING?

ANDREW FREMIER: YEAH COMMISSIONER WORTH THE NOTICE WE SEND CURRENTLY DOES DO THAT BUT WE'RE ALSO TRYING TO FIND MORE CREATIVE WAYS TO CONVINCE PEOPLE THAT FASTRAK IS THE WAY TO GO. IT'S EVOLUTIONARY WE'LL CONTINUE TO BRING THINGS FORWARD THAT ARE NEW AND BETTER WAYS ON CUSTOMER PAYMENT OPTIONS.

AMY R. WORTH, CHAIR: WITH THIS REVOLUTION WE'RE PASSING ENABLES US TO DO THAT MORE NIMBLY. GREAT. ANY OTHER ADDITIONAL COMMENTS FROM OUR COMMITTEE? SEEING NO ADDITIONAL COMMENTS, I WOULD ENTERTAIN SOMEBODY TO MAKE A MOTION AND SECOND TO APPROVE THE CONTRACT CHANGE ORDER WITH CONDUENT AND STATE LOCAL IMPROVEMENT CONTRACT WITH HNTB CORPORATION AND REFER BATA RESOLUTION AND REFER BATA RESOLUTION 52 REVISED AND BATA RESOLUTION NUMBER 137 TO THE AUTHORITY FOR APPROVAL.

CAROLE DUTRA-VERNACI: I'LL MAKE THAT MOTION.

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

FEDERAL D. GLOVER: I'LL SECOND IT.

AMY R. WORTH, CHAIR: MOTION BY CAROLE DUTRA-VERNACI AND SECONDED BY GOVERNOR. CALLING FOR THE ROLL PLEASE?

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

AMY R. WORTH, CHAIR: THANK YOU VERY MUCH. MOVING TO ITEM 5B CONTRACT VERSION OF THE NORTHERN TOLL BRIDGES. WOULD YOU MIND MUTING EVERYBODY, THEN I CAN UNMUTE MYSELF?

CLERK OF THE BOARD: YES.

AMY R. WORTH, CHAIR: OKAY GREAT. PERFECT. OKAY. TERRIFIC. THEN WE MOVE NOW TO AGENDA ITEM 5B WHICH IS THE CONTRACT VERSION OF THE NORTHERN TOLL BRIDGES TO OPEN ROAD TOLLING HDR CORPORATION IN THE AMOUNT OF $7,400,000, AND I WOULD LIKE TO TURN TO PETER LEE FOR THIS ITEM.

PETER LEE: GOOD MORNING COMMISSIONERS. PETER LEE. STAFF.

ANDREW FREMIER: PETER YOU'RE MUTED.

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

PETER LEE: OKAY. GOOD MORNING. PETER LEE. WITH BATA STAFF. I'M GOING TO TALK ABOUT NEXT STEPS WE'RE TAKING WITH TOLLING WITH BATA THAT WE WILL BE IMPLEMENTING ACROSS THE BRIDGES THIS IS THE REMOVAL OF TOLL BRIDGES AT OUR BOOTHS. STAFF IS WORKING TO CONTRACT WITH HDR TO PREPARE AND PLAN THE CIVIL INFRASTRUCTURE AT THE ANTIOCH PARKING AND BENICIA BRIDGES. HDR WAS SELECTED FROM OUR 2017 BENCH AND WAS THE RECOMMENDED FIRM FROM A PANEL OF BATA AND CALTRANS STAFF. PROJECT WILL REMOVE BOOTHS AT THE CARQUINEZ AS WELL AS THE ANTIOCH BRIDGE AND TAKE OUT THE CANOPY AND REFER TO OPEN ROAD TOLLING -- PLAZA. STAFF ALSO RECOMMENDS THAT IF WE CANNOT NEGOTIATE WITH A CONTRACT WITH HDR --

GINA PAPAN: IT'S HARD TO HEAR. WE GOT A LOT OF BACKGROUND NOISE.

ANDREW FREMIER: -- [INDISCERNIBLE] HOME SCHOOLING.

PETER LEE: WOW. I'LL JUST CUT TO THE CHASE. STAFF IS REQUESTING AUTHORITY, APPROVAL TO GRANT EXECUTIVE DIRECTOR TO ENTER INTO CONTRACT WITH HDR $4.7 MILLION THE PLAN AND DESIGN INFRASTRUCTURE FOR OPEN ROAD TOLLING ANTIOCH TOLL BRIDGE BENICIA AND APPROVAL FOR CONTRACT TO ADD LATER SAN MATEO. STAFF IS AVAILABLE FOR QUESTIONS.

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

AMY R. WORTH, CHAIR: PETER, THANK YOU VERY MUCH, AND I HOPE YOUR STUDENTS GET EXTRA CREDIT FOR BEING PART OF THIS MEETING. PLEASE GIVE THEM EXTRA CREDIT. MAY I ASK, FIRST OF ALL IF THERE ARE ANY COMMENTS FROM THE COMMITTEE? AND I SEE COMMISSIONER -- CHAIR HAGGERTY.

SCOTT HAGGERTY: THANK YOU. SO, IN THE -- YOU'RE ASKING IF IT DOESN'T GO WELL WITH HDR THAT YOU WANT TO GO, MOVE TO AD COM? CAN I GUESS -- YOU KIND OF LET ME LITTLE A LITTLE BIT. I UNDERSTAND THEY'RE PART OF THE BENCH BUT HOW DID WE -- I'M A LITTLE BIT UNCOMFORTABLE SAYING IF WE DON'T GO WITH THIS ONE GO TO AD COM -- AND COMING BACK TO THE BOARD.

PETER LEE: THE PANEL FOUND BOTH FIRMS ARE WELL QUALIFIED TO DO THE WORK WE FOUND HDR HAD A BETTER BALANCE OF EXPERTISE WITH THE TOLLING AND MANAGEMENT AD IS ALSO CAPABLE OF DOING THE WORK HOWEVER WHEN YOU LOOK ACROSS THE BOARD WE SCORED HDR HIGHER IN BASICALLY ALL OF THE CATEGORIES AND IT WAS A NUMEROUS DECISION BY THE PANELISTS AND CALTRANS BATA STAFF.

ANDREW FREMIER: COMMISSIONER TO YOUR POINT IF YOU WOULD WANT US TO ONLY ALLOW HDR, WE CAN CONTINUE TO COME BACK TO YOUR PREFERENCE.

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

SCOTT HAGGERTY: THAT'S WHAT I WOULD LIKE TO SEE AND ANDY YOU AND I CAN TALK OFFLINE BUT IF IT DOESN'T GO WELL WITH HDR, YOU CAN COME BACK TO THE BOARD WITH FURTHER APPROVAL.

ANDREW FREMIER: THANKS.

AMY R. WORTH, CHAIR: THANK YOU. ANY COMMITTEE COMMENTS OR QUESTIONS? MAY WE PLEASE TURN TO PUBLIC COMMENT? KIMBERLY I'LL ASK IF THERE ARE, FIRST OF ALL IF YOU HAVE RECEIVED ANY WRITTEN CORRESPONDENCE WITH THAT?

CLERK OF THE BOARD: YES. ONE WRITTEN PUBLIC COMMENT WAS FROM ALETA DUPREE, ONE E-MAIL THAT ADDRESSED THIS ITEM AS WELL AS THE ITEM ON THE AGENDA AND ONE MEMBER OF THE PUBLIC WITH THE RAISED HAND IS ALETA DUPREE.

AMY R. WORTH, CHAIR: ALETA I OPEN THE PODIUM TO YOU.

SPEAKER: THANK YOU MADAM CHAIR. THIS IS PART OF THE BIG LIFT AND IT'S EXCITING WHERE WE'RE TAKING OUR POLICY STATEMENTS, AND WE'RE GOING TO START PUTTING SHOVELS IN THE GROUND. SO I'M LOOKING FORWARD TO SEEING THE VARIOUS DRAWINGS AND SCHEMATICS OF WHAT THIS IS GOING TO LOOK LIKE, BUT NO PUN INTENDED, WE'RE PUTTING THE RUBBER TO THE ROAD. I RESPECTFULLY ASK FOR YOUR YES VOTE. THANK YOU.

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

AMY R. WORTH, CHAIR: ALETA THANK YOU VERY MUCH FOR YOUR COMMENTS. AND I'LL RETURN IT TO THE COMMITTEE. I KNOW IN CONTRA COSTA COUNTY, COMMISSIONER GLOVER WAS VERY INVOLVED IN THE CONVERSION TO OPEN TOLLING IN THE BENICIA MARTINEZ BRIDGE AND IT'S BEEN TREMENDOUSLY SUCCESSFUL. JUST WENT THROUGH IT THE OTHER DAY, AS A MATTER OF FACT BUT I WANT TO CLARIFY, FIRST OF ALL I'LL ASK IF THERE ARE ADDITIONAL COMMENTS OR QUESTIONS THIN WOULD LIKE TO ASK STAFF FOR CLARIFICATION ON HOW BEST TO CRAFT THIS MOTION TO REFLECT THE SENTIMENT THAT WAS EXPRESSED BY CHAIR HAGGERTY SO WE CAN HAVE THE APPROPRIATE WORDING TO BE ABLE TO DO WHAT HE HAD SUGGESTED. OKAY. ANY OTHER COMMENTS? OKAY. ANDY, OR PETER, WOULD YOU LIKE TO --

PETER LEE: WE COULD JUST STRIKE OUT THE RECOMMENDATION -- AND ADVISE RECOMMENDATION TO THE BOARD.

AMY R. WORTH, CHAIR: IT SOUNDS LIKE BASED ON THE VERY THOUGHTFUL PROCESS THAT STAFF HAS GONE THROUGH, THAT THE RECOMMENDATION IS TO RECOMMEND THE FIRM THAT HAD THE HIGHEST RANKINGS ON A RANGE OF ISSUES. OKAY. THEN IS THERE A -- I'M SORRY -- COMMISSIONER BRUINS MAKES THE MOTION. IS THERE A SECOND? MAY I THESE -- PLEASE HAVE A SECOND.

FEDERAL D. GLOVER: GLOVER SECONDS.

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

AMY R. WORTH, CHAIR: OKAY. SECONDED BY COMMISSIONER GLOVER. MAY I TURN TO OUR COMMITTEE CLERK, KIMBERLY FOR CALLING OF THE ROLL.

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

AMY R. WORTH, CHAIR: TERRIFIC. THANK YOU VERY MUCH KIMBERLY NOW WE'RE AT THE POINT OF PUBLIC COMMENT AND ANY OTHER BUSINESS? IS THERE ANY? KIMBERLY DO YOU HAVE ANY PUBLIC COMMENT OR ANY ADDITIONAL CORRESPONDENCE WE HAVE RECEIVED IN THE REALM OF PUBLIC COMMENT?

CLERK OF THE BOARD: RECEIVED NO ADDITIONAL PUBLIC COMMENT AND I SEE NO RAISED HANDS FROM THE PUBLIC.

AMY R. WORTH, CHAIR: GREAT AS WE CLOSE WE'LL ADJOURN THIS MEETING BUT I WANT TO TAKE A MINUTE TO THANK YOU EVERYONE PARTICIPATING IN THIS. ALL OUR STAFF, AT THESE COMMITTEE MEETINGS REPRESENT WORK STAFF HAS UNDERTAKEN WITH OUR STAFF AND OUR CONTRACTORS. THESE ARE TREMENDOUSLY CHALLENGING TIMES, TO SAY THE LEAST, AND THE WORK TO ACCOMMODATE THE DRIVING PUBLIC THROUGH, YOU KNOW, THIS COMMITTEE, AND ALL THE THINGS WE DO, AND I JUST REALLY WANT TO THANK YOU. I KNOW MANY OF OUR

This transcript was prepared from television closed captioning and is not certified for its form or content.
Errors and omissions within this transcript have likely occurred.This document is provided as a convenience only.

1 STAFF ARE JUGGLING A LOT OF FACTORS IN THEIR LIVES TO BE HERE
2 AND TO GET THE WORK DONE. AND I DON'T THINK WE CAN SAY THANK
3 YOU ENOUGH TO EVERYBODY WHO IS WORKING SO HARD TO DO ALL THE
4 WORK THAT THIS ORGANIZATION IS DOING. SO JUST WANTED TO THANK
5 YOU VERY, VERY MUCH, AND I KNOW I SPEAK FOR ALL THE
6 COMMISSIONERS IN EXPRESSING THEIR DEEP APPRECIATION FOR YOUR