METROPOLITAN TRANSPORTATION COMMISSION

Meeting Transcript

BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE

WEDNESDAY, 9:50 A.M., MAY 12, 2021

AMY WORTH, CHAIR: GOOD MORNING. THIS IS AMY WORTH, CHAIR. AND IT'S MY PLEASURE TO CALL TO ORDER THE MEETING OF THE BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE. AND NOW, MAY I PLEASE REQUEST THAT WE PLAY THE INTRODUCTORY COVID RECORDING? [RECORDED MEETING PROCEDURES ANNOUNCEMENT] 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 IS BEING WEBCAST ON THE MTC WEB SITE. THE CHAIR WILL CALL UPON COMMISSIONERS, PRESENTERS, STAFF, AND OTHER SPEAKERS BY NAME AND ASK THAT THEY SPEAK CLEARLY AND STATE THEIR NAMES BEFORE GIVING COMMENTS OR REMARKS. PERSONS PARTICIPATING VIA WEBCAST AND ZOOM WITH THEIR CAMERAS ENABLED ARE REMINDED THAT 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 THE CHAIR WILL CALL UPON THEM AT THE APPROPRIATE TIME. TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR PHONE NUMBER. IT IS REQUESTED THAT PUBLIC SPEAKERS STATE THEIR NAMES AND ORGANIZATION, BUT PROVIDING SUCH INFORMATION IS VOLUNTARY. WRITTEN PUBLIC COMMENTS RECEIVED AT INFO@BAYAREAMETRO.GOV BY 5:00 P.M. YESTERDAY WILL

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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 SO. A ROLL CALL VOTE WILL BE TAKEN FOR ALL ACTION ITEMS. PANELISTS AND ATTENDEES SHOULD NOTE THAT THE CHAT FEATURE IS NOT ACTIVE.

AMY WORTH, CHAIR: THANK YOU VERY MUCH. I WOULD LIKE NOW TO TURN TO OUR COMMITTEE CLERK TO CONFIRM THE ROLL CALL AND QUORUM.

CLERK OF THE BOARD: CHAVEZ?

CINDY CHAVEZ: HERE.

CLERK OF THE BOARD: EL-TAWANSY IS ABSENT. GLOVER? COMMISSIONER GLOVER IS PRESENT. MILEY?

SUP. NATHAN MILEY: HERE.

CLERK OF THE BOARD: PAPAN?

GINA PAPAN:

CLERK OF THE BOARD: RABBIT? RONEN?

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DIR. HILLARY RONEN: HERE.

CLERK OF THE BOARD: WORTH?

AMY WORTH, CHAIR: HERE.

CLERK OF THE BOARD: QUORUM IS PRESENT.

AMY WORTH, CHAIR: THANK YOU VERY MUCH. KIMBERLY WOULD LIKE TO SEE IF WE HAVE RECEIVED ANY ADDITIONAL E-MAILS FOR THIS COMMITTEE.

CLERK OF THE BOARD: THERE ARE NO MEMBERS OF THE PUBLIC WITH THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED ON THIS ITEM.

AMY WORTH, CHAIR: NEXT ITEM IS THE CONSENT CALENDAR. ARE THERE ANY MEMBERS OF THE COMMITTEE OR DO WE HAVE ANY MEMBERS OF THE PUBLIC THAT WOULD LIKE TO REMOVE ANY ITEMS FROM THE CONSENT CALENDAR? SEEING NONE. THEN I WOULD REQUEST A MOTION AND A SECOND TO APPROVE THE CONSENT CALENDAR.

MARGARET ABE-KOGA, V. CHAIR: MOTION TO APPROVE, ABE-KOGA.

CINDY CHAVEZ: SECOND.

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AMY WORTH, CHAIR: GREAT. MOTION APPROVED BY COMMISSIONER ABE-KOGA AND SECOND BY COMMISSIONER PAPAN. KIMBERLY MAY WE PLEASE HAVE A ROLL CALL VOTE ON THE CONSENT CALENDAR.

CLERK OF THE BOARD: [ROLL CALL VOTE] THANK YOU. THE MOTION PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT.

AMY WORTH, CHAIR: GREAT. PERFECT. THANK YOU SO MUCH. ITEM THREE, WHICH IS AN INFORMATIONAL REPORT ON THE FASTRAK EQUITY ACTION PLAN. GIVEN OUR PREVIOUS CONVERSATION AT THE LAST MEETING, THIS IS PERFECT TIMING. SO TO HAVE AN UPDATE ON THE WORK TO DO THIS. SO MAY I PLEASE TURN TO STAFF FOR THE REPORT?

LYNN VALDIVIA: GOOD MORNING EVERYONE. I'M LYNN VALDIVIA IS I'LL BE INTRODUCING OUR FASTRAK EQUITY ACTION PLAN TODAY. I ALSO WANT TO NOTE, YOU KNOW, IT IS CLEAR THAT INTEREST IN THIS TOPIC, ESPECIALLY VIOLATIONS AND FINES AND FEES IS HIGH, THE COMMENTS ALREADY MADE TODAY REFLECT THE COMPLEXITY INHERENT IN TERMS FINES, FEES VIOLATIONS. I BELIEVE THAT'S WHY WE NEED AN EQUITY PLAN SO THAT WE CAN CAREFULLY DEFINE AND CONSIDER HOW TO BEST PROCEED WITH MODERNIZING OUR FASTRAK PROGRAM AND THAT REALLY IS THE GOAL OF WHAT WE'RE TRYING TO DO. SO CAN WE GET THE PRESENTATION UP? AND THE NEXT SLIDE, PLEASE. GREAT. THANK YOU. OKAY. SO JUST REALLY QUICKLY, IF YOU RECALL, A

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TRANSITION PLAN TO ALL ELECTRONIC TOLLING OR ACT FOR SHORT WAS APPROVED BY THIS COMMENT AT THE END OF 2018 WITH REMOVAL OF CASH COLLECTION SCHEDULED ON THE BRIDGES FOR EARLY 2022. THIS SCHEDULE ALLOWED TIME FOR A COMPREHENSIVE REVIEW OF OUR FASTRAK POLICIES THAT COULD BE PUT IN PLACE WITH AET HOWEVER WHEN THE PANDEMIC STARTED WE HAD TO SHIFT OUR ATTENTION TO A CONVERSION OF ALL OF OUR BRIDGES TO PRIORITIZE PUBLIC SAFETY. YOU SEE SEQUENCING HERE WE HAVE TURNED OUR ATTENTION BACK TO REVIEW THE FASTRAK POLICIES TO SEE WHAT CHANGES WE COULD MAKE TO MODERNIZE OUR PROGRAMS FOR CUSTOMERS. NEXT SLIDE PLEASE. THE REASON I START THIS PRESENTATION WITH THE CONVERSATION ON AET BECAUSE IT CHANGES THE -- YOUR FIRST INTERACTION WITH US WITH RECEIVING A VIOLATION WITH A PENALTY TACKED ON TO THE TOLL THAT'S A NEGATIVE EXPERIENCE CONVERSELY WITH AET YOU ARE NO LONGER IMMEDIATELY A VIOLATOR, STEAD, YOU WOULD RECEIVE A BILL WITHOUT A PENALTY. AND WITH 21 DAYS TO PAY AET CREATES SPACE FOR A POSITIVE CUSTOMER ENGAGEMENT IN ADDITION INFORMATION THAT WE PROVIDE IN THE INVOICE AND INSERT INCLUDED WITH THE INVOICE CUSTOMERS CAN GO TO THE BAY AREA FASTRAK.ORG WEB SITE OR CALL THE SERVICE CENTER TO LEARN HOW TO PAY OR GET A FASTRAK ACCOUNT TO AVOID FUTURE PENALTIES THAT SPACE IS TIME IS OPPORTUNITY THAT WE'RE LOOKING AT HOW DO WE MAXIMIZE OPPORTUNITY TO IMPROVE ACCESS AND AFFORDABILITY OF THE GOALS OF THE PROGRAM? NEXT SLIDE PLEASE. FIRST WE GET SPECIFIC IDENTIFYING FOUR GOALS FOR MODERNIZING THE PROGRAM WITH EQUITY

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IN MIND WHERE WE WANT TO MOVE THE NEEDLE TO HAVE AN IMPACTFUL CHANGE IN HELPING MANAGE PAYMENTS AND ACCOUNTS BEFORE IT BECOMES AN ISSUE. MAKING SURE CUSTOMERS HAVE ACCESS AND I BELIEVE FLEXIBLE WAYS TO PAY FAIR AND POSITIVE INTERACTIONS WITH REGIONAL CUSTOMERS, AND MAINTAIN CONTINUOUS ENGAGEMENT TO HEAR AND MEET THE NEEDS OF OUR CUSTOMERS AND COMMUNITIES. BUT WHEN THESE GOALS DON'T PREVENT ISSUES WE WANT TO SUPPORT CUSTOMERS WITH TIMELY RESOLUTIONS OF VIOLATIONS WITH FAIR AND EQUITABLE POLICIES. WE THINK THESE GOALS ARE NOT ASPIRATIONAL THEY ARE AMBITIOUS BUT ACHIEVABLE AND WE HAVE TO PROVIDE RIGOR AND PROCESS. WE START WITH APPROACHING OUR WORK USING THE MTC EQUITY PLATFORM. NEXT SLIDE PLEASE. THIS PLATFORM WHICH YOU'RE ALL FAMILIAR WITH HAS FOUR PILLARS SHOWN HERE AND THESE PILLARS GIVE US A TACTICAL PLAN TO MEET THE GOALS. WE USE DATA TO UNDERSTAND, PLAN, AND EVALUATE POLICIES AND PROGRAMS AND WE MUST LISTEN TO THE COMMUNITY AND CUSTOMERS SO CHANGE IS BASED ON WHAT WE LEARN FROM THEM. ONCE WE IDENTIFY A CHANGE, WE USE DELIBERATE AND THOUGHTFUL PLANNING TO MAINTAIN A PLAN ON FOCUSED DELIVERY ULTIMATELY HAVE TO INSTITUTIONALIZE THE CHANGE TO GIVE SOLID FOOTING TO WHAT COMES NEXT BECAUSE THIS WORK IS A PILLAR TO CONTINUE TO EVOLVE BREAKING DOWN FURTHER INTO THE WORK PLAN A SNAPSHOT OF WHAT THAT LOOKS LIKE ON THE NEXT SLIDE PLEASE. THIS SLIDE HAS A LOT OF CONTENT BUT IT DEMONSTRATES THE SPECIFIC STEPS THAT MAP TO EACH PILLAR. SOME OF THESE STEPS ARE UNDERWAY AND OTHERS ARE IN THE PLANNING

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STAGES. AS AN EXAMPLE, WE'RE COMBINING IN-HOUSE DATA WITH DATA FROM RESEARCH PARTNERS TO ANALYZE TRENDS AND GAPS IN SERVICE. SO THESE TOP THREE BOXES ARE THE TASKS THAT WE HAVE BEEN WORKING ON TO ACCOMPLISH THAT. AND ALSO DOWN HERE UNDER FOCUS AND DELIVER, WE'RE CURRENTLY REVIEWING ALL OF OURSELF -- OUR POLICIES AND PRACTICES AND ASSIGNING THOSE TO THE BUCKS THEY SHOWED ON THE PREVIOUS SLIDE. NEXT SLIDE PLEASE. SO AT THIS POINT, THE PROCESS THAT HAS BEEN UNDERWAY HAS ALREADY IDENTIFIED SOME INITIAL ACTIONS FOR CONSIDERATION. THEY MEET THREE OF THE FOUR GOALS SHOWN IN THE MIDDLE COLUMN, AND THESE ARE UNDER WAY FOR PLANNING AND ASSESSMENT. SO THE FIRST TWO, OVER THERE ON THE LEFT, ARE REDUCING THE TAG NOT AND OPENINGS BALANCE WHICH WILL REDUCE BARRIERS FOR CUSTOMERS BY MAKING THE ENTRY PRICE TO FASTRAK MORE AFFORDABLE. THE NEXT IS A FASTRAK MOBILE APP THAT WE SHOULD BE LAUNCHING SHORTLY. THAT WILL ENHANCE CUSTOMER CONNECTION BY ALLOWING ANOTHER MEANS TO ACCESS AND MANAGE THE FASTRAK ACCOUNTS. RECENT INFORMATION FROM THE PEW RESEARCH CENTERS 2021 SHEET ON MOBILE PHONES SHOWS THE HIGHEST SMART PHONE DEPENDENCY WHICH IS INDICATED BY THE LACK OF BROADBAND AT HOME IS IN POPULATIONS THAT EARN LESS THAN $30,000 ANNUALLY. SO MOBILE PHONE APPS ARE A CRITICAL CHANNEL FOR MANAGING PAYMENT ACCOUNTS. WE'RE ALSO EXPANDING SUPPORT FOR MULTIPLE LANGUAGES WHICH BECAME A HIGHER PRIORITY LAST YEAR WITH AN INCREASE IN THE NUMBER OF NON-ENGLISH SPEAKERS CONTACTING THE CUSTOMER SERVICE CENTER ABOUT THEIR

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1 TOLL INVOICES AND NOTICES. SO WE SEE THESE AS IMMEDIATELY
2 ACTIONABLE AND WE PUT THEM INTO THE PLANNING AND ASSESSMENT
3 PIPELINE. AS YOU CAN SEE THERE IS NOT AN IMMEDIATE CHANGE FOR
4 ISSUE RESOLUTION THAT WE HAVE IDENTIFIED QUITE YET. THAT'S
5 BECAUSE IT MAY INVOLVE THINGS LIKE CHANGES IN TOLL VIOLATION
6 PENALTIES AND OTHER RELATED CUSTOMER SERVICE PRACTICES AND
7 THESE TAKE MORE INVESTMENT IN DATA UNDERSTANDING THE
8 COMMUNITIES AFFECTED BY THE TOLL DEBT AND COORDINATION WITH
9 REGIONAL TOLL AGENCIES THAT WE SUPPORT. BUT SINCE EACH CHANGE
10 WE'RE CONSIDERING IS PUT ON ITS OWN DELIVERY PATH THIS WILL
11 NOT HOLD UP OTHER MEANINGFUL CHANGES THAT CAN HAPPEN SOONER.
12 NEXT SLIDE PLEASE. OKAY. SO I MENTIONED DELIBERATE PLANNING
13 IN A ROBUST AND RIGOROUS PROCESS FOR CHANGE. AND HERE'S AN
14 OVERVIEW OF HOW WE CAN PUT CHANGES THROUGH THE PIPELINE. I
15 KNOW THERE IS A LOT GOING ON IN HERE. AS STEWARDS OF THE
16 PUBLIC WE ARE RESPONSIBLE FOR MANY THINGS INCLUDING PROGRAM
17 COSTS, THE REVENUE STREAM, CUSTOMER PRIVACY ET CETERA SO WE
18 NEED TO MANAGE DILIGENTLY RISKS AND FORECAST OUTCOMES WE DON'T
19 WANT SURPRISES OR CONFUSION WE WANT TO BE RELIABLE AND
20 PREDICTABLE TO THE REGIONAL PARTNERS AND OTHER OPERATORS WE'RE
21 GOING TO WALK THROUGH AN EXAMPLE OF WHAT WE NEED TO CHANGE IN
22 USING ONE OF OUR INITIAL ACTIONS, THE PRICE OF THE TOLL. THE
23 PLAN FOR IMPLEMENTATION TO IDENTIFY IMPACTS TO EACH OF THE
24 AREAS IN THE LEGAL AND REGULATORY FINANCIAL OPERATIONAL
25 CHANGES. THIS WILL REQUIRE ADOPTION OF A POLICY RESOLUTION 52

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AS A MATTER OF DUE DILIGENCE, REDUCING THE TAG DEPOSIT WILL HAVE FINANCIAL IMPLICATIONS AND TO QUANTIFY THAT OPERATIONAL SPACE WE HAVE TO CHANGE CUSTOMER SERVICE CENTER SYSTEM FIGURE OUT HOW TO RETROACTIVELY, AND DEPOSIT ACCOUNT PROCEDURES MANUALS TRAINING. THEN ROLL OUT WITH APPROPRIATE CUSTOMER OUTREACH AND MONITOR AND REPORT ON THE IMPACT OF THE CHANGE. IN THIS EXAMPLE, REGIONAL GOVERNANCE IS NOT A FACTOR BECAUSE BATA IS THE REGIONAL PROVIDER OF FASTRAK TAGS. AS ONE OF THE REASONS WHY WE THINK WE CAN MOVE FAST OR SOMETHING LIKE THIS. IN CONTRAST THE POLICY CHANGE FOR OTHER THINGS LIKE PENALTY REFORM WHICH COULD INVOLVE REDUCING THE VIOLATION PENALTY AMOUNTS AND OTHER RULES AROUND VIOLATIONS THAT AFFECTS EVERY TOLL OPERATOR IN THE REGION SO FOR THAT KIND OF A CHANGE WE MUST CLOSELY COORDINATE WITH THE OTHER TOLL OPERATORS AND ALLOW TIME FOR THEIR OWN ASSESSMENT OF IMPACT TO THEIR PROGRAMS LOCAL PROCESSES AND THEIR STAKEHOLDERS AND POLICY MAKERS. OUR SCHEDULE NEEDS TO REFLECT THAT TYPE OF A PROCESS BUT IT DOESN'T KEEP US FROM DELIVERING ON OTHER NEAR-TERM CHANGES. NEXT SLIDE PLEASE. THIS IS A HIGH LEVEL SCHEDULE FOR THE WORK. WE'RE FOCUSING ON THE INITIAL ACTIONS THAT WE THINK CAN BE ACCOMPLISHED BY CHANGING OUR EXISTING SYSTEMS AND PROCESSES WITH MINIMAL DISRUPTION TO THE REGIONAL OPERATORS AND WITH MEANINGFUL IMPACT TO CUSTOMERS. WE WILL -- WE PLAN ON RETURNING TO THIS COMMITTEE ON A QUARTERLY BASIS TO KEEP YOU APPRISED OF OUR PROGRESS. WE EXPECT TO REQUEST APPROVAL ON

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INITIAL CHANGES AS SOON AS POSSIBLE TO KEEP THE MOMENTUM GOING. NEXT SLIDE PLEASE. OTHER NEXT STEPS, WE'RE GOING TO BE CONTINUING TO WORK ON THE COMPREHENSIVE REVIEW OF THE POLICIES. WE'RE ALSO PLANNING A MUCH LARGER EFFORT TO ENGAGE WITH THE COMMUNITY. WE'RE UNDERWAY WITH RESEARCHING FEES AND PENALTIES AS WELL AS THE DISPROPORTIONATE IMPACTS ON COMMUNITIES OF CONCERN. AND WE ARE DRAFTING POTENTIAL RECOMMENDATIONS FOR CHANGES. YOU RECENTLY HEARD, I BELIEVE, FROM PIERCE GOULD ON THE FASTRAK START PILOT, WHICH IS THE MEANS-BASED TOLL FOR THE 880 EXPRESS LANES. AND WE'RE WORKING IN CLOSE COORDINATION WITH THAT PROGRAM TO PRIORITIZE POLICY CHANGES THAT WILL BENEFIT THAT PILOT AND HELP MAKE IT A SUCCESS. NEXT SLIDE. SO I RECOGNIZE THAT YOU'RE SEEING THIS ALL IN MID-STRIDE, BUT THERE IS A LOT OF ENTHUSIASM AND A TRUE SENSE OF URGENCY FOR OUR TEAM. EQUITY CAN'T WAIT AND WE'RE EXCITED TO PUSH FORWARD AND DELIVER MORE MODERN PRACTICES TO OUR CUSTOMERS AND LOOK FORWARD TO REPORTING OUR PROGRESS NEXT QUARTER. THANK YOU FOR YOUR TIME AND I'M HAPPY TO ANSWER QUESTIONS.

AMY WORTH, CHAIR: GREAT. LYNNE THANK YOU VERY MUCH FOR THAT REPORT AND ALL OF THE TEAM'S HARD WORK ON THIS. IT SHOWS TWO THINGS, THE COMPLEXITY OF MAKING THE CHANGES AND THE OPTIONS AND POSSIBILITIES WE HAVE BUT ALSO THE COMMITMENT TO THE DELIBERATIVE OF MOVING AS FAST AS WE POSSIBLY CAN. I WANT TO

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TURN TO THE COMMITTEE. I SEE COMMISSIONER PAPAN WOULD LIKE TO COMMENT AND THEN I SEE COMMISSIONER JOSEFOWITZ.

GINA PAPAN: THANK YOU VERY MUCH. GREAT WORK. A COUPLE OF QUICK QUESTIONS HERE. SO YOU HAVE MADE THE ASSUMPTION WHEN IT COMES TO REDUCING THE SECURITY DEPOSIT AND THE PREPAID -- JUST LIKE IT SEEMS LIKE IT'S ACROSS THE BOARD. WE WANT TO FOCUS ON THE COMMUNITIES OF CONCERN AND COMMUNITIES IN NEED. SO IS IT NECESSARY -- CAN WE, LIKE, PREQUALIFY PEOPLE GOING IN THAT IT'S NOT JUST A BLANKET REDUCTION FOR EVERYBODY. I'M REFERRING TO THE PEOPLE THAT DON'T WANT NEED THIS. [LAUGHTER] AS A PRIORITY THERE. AND, SECONDARILY -- EXCUSE ME -- YOU MENTIONED THE APPLICATION OF THESE INITIAL ACTIONS. SO, FOR THOSE OF US WHO ARE JUST GETTING INTO THE MANAGED LANE, PERSPECTIVE, WE ABSOLUTELY WANT TO MAKE SURE THIS HAPPENS UNIVERSALLY. IT'S GOING -- YOU KNOW, YOU DON'T WANT SOMEBODY GETTING THEIR FASTRAK FROM ONE JURISDICTION AS OPPOSED TO ANOTHER. IT'S VITAL THAT WE DO THIS ACROSS THE BOARD, FOR OUR REGION, AND I DON'T THINK THAT WOULD BE A PROBLEM. SO, AND FINAL QUESTION HERE, WHEN YOU TALK ABOUT -- TWO QUESTIONS, ACTUALLY -- THE PHONE APP, WILL THAT BE OFFERED IN DIFFERENT LANGUAGES? AND I DON'T KNOW IF THAT'S POSSIBLE. AND THEN, SECONDARILY F WE'RE GOING TO TALK ABOUT PEOPLE CALLING IN TO RESOLVE THESE ISSUES, WILL THERE BE LANGUAGES THEY CAN RESPOND

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IN? AND WILL WE BE TRACKING THE RESPONSE TIME? LIKE HOW MANY MINUTES SOMEBODY IS ON HOLD? THANK YOU.

LYNN VALDIVIA: THANK YOU. I THINK I GOT FOUR QUESTIONS THERE. SO, TAG DEPOSIT AND INITIAL BALANCE. SO RIGHT NOW, THE SYSTEM IS SETUP SO THAT EVERYBODY, THE TOLL TAG DEPOSIT AND THE INITIAL BALANCE IS THE SAME SO THERE IS ONE PROCESS. WE DON'T PAY AS MUCH FOR TAGS AS WE DID IN THE PAST WHEN THE INITIAL TAG DEPOSIT WAS DEVELOPED YEARS AGO WHEN WE PAID 15 TO $20 A TAG NOW TAGS ARE MUCH LESS EXPENSIVE DUE TO TRANSITIONING THE TECHNOLOGY, I THINK IT WAS AROUND 2016, 2017, SO THAT HAS REALLY HELPED. SO THAT'S A MAIN DRIVER AROUND THAT AND A REASON TO JUST MAKE IT THE SAME ACROSS THE BOARD. AND IF WE NEEDED TO SEPARATE -- CREATE A SEPARATE STREAM IT WOULD BE MORE EFFORT TO PUT ALL THAT IN PLACE AND WE WOULD BE UNABLE TO DELIVER IT FASTER IF WE COULD CHANGE IT ACROSS THE BOARD FOR EVERYBODY. WHAT WAS THE SECOND ONE?

GINA PAPAN: THE LANGUAGE ON THE APP. DIFFERENT LANGUAGES.

LYNN VALDIVIA: YEAH. DIFFERENT LANGUAGES ON THE APP. I DON'T BELIEVE WE HAVE IT IN DIFFERENT LANGUAGES YET. I CAN CONFIRM THAT AND GET BACK TO YOU BUT THE INITIAL LANGUAGE IS PROBABLY JUST IN ENGLISH, BUT I WILL CONFIRM THAT WITH YOU. I CAN'T RECALL. AND THEN?

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GINA PAPAN: PHONE CALL.

LYNN VALDIVIA: PHONE CALL, DIFFERENT LANGUAGES THERE IS, ESPECIALLY WITH THE UPTICK IN THE SPANISH PHONE CALLS, SINCE THE PANDEMIC, AND THE REMOVAL OF THE CASH TOLL COLLECTORS THERE ARE A LOT MORE BILINGUAL SPANISH SPEAKING CUSTOMER SERVICE CENTER AGENTS TAKING CALLS THERE IS LANGUAGE LINES FOR OTHER CALLERS SO YES IT IS OFFERED IN MANY DIFFERENT LANGUAGES. WE ARE ALSO WORKING TO MAKE SURE THAT EVERYTHING ON OUR FASTRAK WEB SITE IS PRESENTED IN MULTIPLE LANGUAGES, AS WELL. NOT EVERYTHING WAS TRANSLATED, BUT WE ARE GETTING CLOSER NOW.

GINA PAPAN: OKAY. SO THE FINAL QUESTION WAS, AS THESE CALLS COME IN, IN ORDER TO ENHANCE CUSTOMER SERVICE SUPERINTENDENCE ARE WE TRACKING TIME ON HOLD?

LYNN VALDIVIA: YES. YES.

GINA PAPAN: THANK YOU VERY MUCH.

LYNN VALDIVIA: YES. THERE IS QUITE A BIT OF ANALYSIS GOING ON, MAKING ALL CALLS AND ESPECIALLY THOSE CALLS IN DIFFERENT LANGUAGES, MORE EFFICIENT.

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AMY WORTH, CHAIR: GREAT. THANK YOU SO MUCH. NOW TURNING TO COMMISSIONER JOSEFOWITZ.

COM. NICK JOSEFOWITZ: THANK YOU. YEAH, THIS IS REALLY EXCITING INITIAL WORK. AND, SO I'M NOT GOING TO BANG ON ABOUT MEANS-BASED FINES BECAUSE I HAVE ALREADY DONE THAT ONCE. AND AS MUCH AS I WOULD LIKE TO DO THAT TWICE IN A MEETING -- BUT I WAS WONDERING IF YOU SENT TOLL VIOLATION NOTICES IN MULTIPLE LANGUAGES OR IF THOSE WERE ONLY IN ENGLISH?

LYNN VALDIVIA: ONLY IN ENGLISH, FOR ONE, WE DON'T KNOW WHAT LANGUAGE SOMEBODY SPEAKS WHEN THEY GET A NOTICE IN THE MAIL AN INVOICE IS SOMETHING A PERSON WOULD GET FIRST WHEN THEY CROSS THE BRIDGE NOW IF YOU CROSS THE BRIDGE WITHOUT FASTRAK WE DON'T KNOW WHAT LANGUAGE YOU SPEAK SO WE'RE LOOKING AT OPTIONS FOR HOW TO PROVIDE BETTER SUPPORT FOR PEOPLE WHO MIGHT GET -- WHO GET AN ENGLISH NOTICE IN THE MAIL OR AN INVOICE IN THE MAIL THAT DON'T SPEAK ENGLISH AND ONE OF THE QUICK THINGS WE WERE THINKING ABOUT IS HAVING INFORMATION ON THERE THAT THEY COULD GO TO THE WEB SITE AND SEE OPTION IN THE CHOSEN LANGUAGE BUT WE HAVE OPTIONS OUT THEIR THAT WE'RE WORKING ON.

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COM. NICK JOSEFOWITZ: I THINK THAT WOULD BE GREAT WHEN YOU INVOICE PEOPLE AND SEND THEM TOLL VIOLATIONS THAT THEY CAN ACTUALLY READ WHAT YOU'RE SENDING THEM.

LYNN VALDIVIA: THAT WOULD MAKE SENSE, WOULDN'T IT. OUR INVOICES GO OUT IN THREE LANGUAGES. SO THERE IS A SMALL INFORMATIONAL SLIP OF PAPER IN THERE THAT GIVES INFORMATION ON HOW TO PAY, HOW TO CONTACT THE CUSTOMER SERVICE CENTER, ET CETERA, AND IT'S IN THREE LANGUAGES.

COM. NICK JOSEFOWITZ: AND THEN, ARE YOU -- HOW ARE YOU THINKING ABOUT, SORT OF, INTEGRATING THE SORT OF -- NOW THAT WE HAVE GOT LIKE SORT OF AN A LOT MORE OUTREACH HAPPENING AS A RESULT OF THE INVOICING ALSO TRYING TO HELP PEOPLE SIGN UP FOR THE CLIPPER START PROGRAM, AND SORT OF DISCOUNTED CLIPPER CARDS, SO THAT THERE IS SORT OF A JOINED UP KIND OF COMMUNICATION WITH PEOPLE AND WE'RE KIND OF SAVING MONEY ACROSS ALL TRANSPORTATION OPTIONS, NOT JUST HELPING THEM, KIND OF, REDUCING THEIR TOLL VIOLATION BURDEN FOR LOW INCOME.

LYNN VALDIVIA: ARE YOU TALKING HOW ARE WE COORDINATING THE CLIPPER START AND THE FASTRAK START COMMUNICATIONS?

COM. NICK JOSEFOWITZ: IS THERE A WAY OF PROMOTING CLIPPER USAGE AND, KIND OF, LIKE, WE HAVE A DISCOUNT PROGRAM, AND IT

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SEEMS LIKE WE'RE GOING TO BE HAVING MORE KIND OF SPECIFIC OUTREACH TO LOW INCOME FOLKS THROUGH FASTRAK, I WOULD HOPE THAT WE FIND A WAY, AS WE'RE SIGNING PEOPLE UP FOR FASTRAK START, OR THAT WE'RE DOING, WE'RE KIND OF, YOU KNOW, SUPPORTING THEM IN REDUCING -- IN HELPING THEM PAY THEIR TOLL VIOLATIONS, WE'RE ALSO HELPING THEM ALSO TO CLIPPER AND BENEFITTING FROM.

ANDREW FREMIER: THIS IS ANDREW FREMIER DEPUTY EXECUTIVE DIRECTOR WHAT WE'RE TRYING TO DO WITH THE FASTRAK START PROGRAM IS COMBINE ELIGIBILITY EFFORTS THE CONTRACTOR WILL BE THE SAME SO WE'RE TRYING TO MAKE ALL OF OUR SYSTEMS AS SIMPLE TO APPLY FOR THE PROGRAM AS THEY CAN AND SPREAD THEM ACROSS ALL BOUNDARIES. I THINK YOUR QUESTION ABOUT HOW TO FASTRAK FOLKS INTO ALTERNATIVE TRANSIT MODES IS ONE THING WE WANT TO EXPLORE THAT IS THE AUDIENCE THAT WE NEED TO GET OUT OF THE SINGLE OCCUPANCY CAR IS THE FASTRAK CUSTOMER AND TRYING TO FIND INCENTIVIZED WAY TO GET THEM TO TRANSIT OR OTHER MODES IS KEY, IT'S SOMETHING WE SHOULD TRY TO INCORPORATE IN THIS DISCUSSION AND WE WILL.

LYNN VALDIVIA: I WAS GOING TO SAY IT'S A LOT OF THE SAME TEAM FROM CLIPPER START SUPPORTING FASTRAK DISPARATE WE ARE LOOKING FOR WAYS TO, FOR EXAMPLE, IF YOU HAVE A CLIPPER START, IF YOU'RE A CLIPPER START MEMBER, YOU DON'T HAVE TO RESUBMIT YOUR

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ELIGIBILITY INFORMATION BECAUSE YOU HAVE ALREADY BEEN APPROVED. CLIPPER START WILL ACCEPT YOUR CLIPPER START CARD NUMBER FOR EXAMPLE, AND WE ARE LOOKING AT WAYS TO PROMOTE BOTH AND SEND PEOPLE TO, POTENTIALLY, THE SAME WEB SITE TO GET STARTED ON BOTH. SO WE ARE LOOKING AT WAYS WE CAN LEVERAGE BOTH PROGRAMS TOGETHER.

COM. NICK JOSEFOWITZ: AND MAYBE THERE IS SOMETHING AS SIMPLE AS A CHECK BOX WHERE YOU CAN APPLY FOR BOTH ON THE SAME PIECE OF PAPER.

LYNN VALDIVIA: WE DID, BUT THERE ARE DIFFERENT -- WE WERE CONSIDERING THAT. THERE ARE DIFFERENT PIECES OF INFORMATION NEEDED FOR BOTH PROGRAMS THERE IS MORE INFORMATION NEEDED FOR FASTRAK BECAUSE YOU WILL NEED A FASTRAK ACCOUNT WHICH YOU EITHER ALREADY HAVE OR HAVE TO AT SOME POINT GO GET ONE SO IT ISN'T STRAIGHT FORWARD WE HAVE BEEN THROUGH SOME INITIAL DESIGN DOCUMENTS TO TRY TO FIGURE OUT HOW TO, I GUESS, COMBINE THEM AS MUCH AS POSSIBLE, BUT IT'S NOT THAT EASY. IT MIGHT MAKE IT MORE COMPLICATED. SO.

COM. NICK JOSEFOWITZ: OKAY. AND MY LAST QUESTION IS, I HAVE HAD PEOPLE REACH OUT TO ME IN THE PAST, ABOUT HOW FASTRAK YANKS MONEY OUT OF THEIR BANK ACCOUNT IN AN UNEXPECTED WAY. THAT'S SOMETHING I HAVE BROUGHT UP AT PREVIOUS COMMISSION

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MEETINGS. AND I WAS WONDERING IF THAT WAS ALSO SOMETHING YOU WERE LOOKING AT AS SOMETHING TO SORT OF THINK ABOUT?

LYNN VALDIVIA: YEAH, ON THE LIST OF POLICIES THAT WE ARE EVALUATED INCLUDE OTHER WAYS WE CAN HANDLE AUTO RELOAD BECAUSE RIGHT NOW IT'S BASED ON THRESHOLD THAT'S CALCULATED FOR YOU BASED ON YOUR USAGE, AND THE AMOUNT IS INDIVIDUALIZED TOO BASED ON YOUR USAGE SO IT'S NOT REALLY SIMPLE TO EXPLAIN IS MAYBE THERE ARE OTHER WAYS WE CAN SIMPLIFY IT AS WELL AS TO NOTIFY FOLKS, MAYBE AHEAD OF TIME WHEN THEY'RE GETTING CLOSE TO THAT THRESHOLD LEVEL WHERE A RELOAD AMOUNT WOULD OCCUR. SO THAT THEY HAVE MORE WARNING.

COM. NICK JOSEFOWITZ: GREAT. WELL, I'M REALLY EXCITED ABOUT ALL THE PROGRESS THERE IS TO BE MADE IN THE FUTURE AROUND THIS. AND I THINK THERE IS A LONG WAY TO GO, AND I'M THRILLED THAT WE'RE TAKING THIS SO SERIOUSLY.

AMY WORTH, CHAIR: THANK YOU. NOW I WOULD LIKE TO TURN TO CHAIR PEDROZA FOR YOUR QUESTIONS.

ALFREDO PEDROZA: THANK YOU CHAIR WORTH. LYNNE, GREAT PRESENTATION. AS WE TRANSITION TO ALL LANE TOLLING, I THINK HAVING A TOLL TAG IS GOING TO BECOME CRITICAL TO THE INVOICE AND COST WITH THAT. WHEN WE TALK ABOUT REDUCING $20 TOLL TAG

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SECURITY DEPOSIT TO $50. HOW DID WE COME UP WITH THAT? SHOULD WE BE TAKING A DEEPER DIVE INTO THE INCENTIVES I'M THINKING ABOUT THOSE WHO DON'T HAVE FASTRAK YET THEY'RE THE AUDIENCE WE'RE TRYING TO CONVERT FOR ALL REASONS. COULD YOU EXPLAIN THAT GENERAL AREA.

LYNN VALDIVIA: ABOUT HOW WE ORIGINALLY CAME UP WITH THE AMOUNTS? YOU KNOW WHAT? I WOULD HAVE TO GO BACK IN HISTORY, SOMEONE WHO HAS MORE HISTORY ON THAT. I AM SURE THEY WERE SELECTED FOR A GOOD REASON BUT KEEP IN MIND THEY WERE SELECTED BACK IN THE DAY WHEN FASTRAK WAS NOT A REQUIREMENT. SO IF YOU DIDN'T WANT TO SETUP AN ACCOUNT THAT WENT UP TO $70 TO SETUP AN ACCOUNT NOW YOU DON'T HAVE TO DO THAT WE'RE IN AN ELECTRONIC WORLD WE WANT TO MOVE PEOPLE TO FASTRAK SO WE WANT TO MAKE IT MORE ATTRACTIVE, AFFORDABLE, AND WHAT NOT. SO, SORRY, WHAT WAS THE SECOND PART OF THE QUESTION

ALFREDO PEDROZA: MY WHOLE GOAL IS ELIMINATING ANY BARRIERS TO CONVERTING PEOPLE TO FASTRAK A FOCUS GROUP AROUND IDENTIFYING.

LYNN VALDIVIA: THAT'S WHY COMMUNITY ENGAGEMENT IS REALLY BIG THE FASTRAK START HAS FOCUS GROUPS COMING UP THAT WILL LEVERAGE QUESTIONS THAT BEING HELP US WITH THINGS LIKE TOLL TAG DEPOSIT AND INITIAL BALANCE BUT WE ALSO HAVE TO BALANCE WITH, LOOK, YOU CROSS A BRIDGE, IT'S $6. SO IF YOU HAVE YOUR

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INITIAL BALANCE TOO LOW AND SOMEBODY WANTS TO FUNDS IT WITH CASH OR MAILING IN A CHECK OR SOMETHING, THEY DON'T WANT TO TIE THEIR ACCOUNT TO A CREDIT CARD THEY COULD QUICKLY GET INTO A NEGATIVE SITUATION. THEN THEY DON'T BECOME A VIOLATOR THEY START GETTING INVOICES THEN WE START GETTING MORE CALLS INTO THE CALL CENTER. IT'S A WEB AND WE HAVE TO KIND OF WHEN WE'RE LOOKING AT ONE THING WE HAVE TO LOOK AT THE DOWNSTREAM EFFECTS SO LOWERING THAT BALANCE MAKES ME THINK ABOUT, OKAY, NOW WE NEED TO MAKE SURE WE MAKE IT EASIER FOR FOLKS TO MANAGE THEIR ACCOUNT IF THEY ONLY WANT TO MANAGE WITH CASH AND PUT $20 IN AT A TIME AND ARE BIG USERS OF THE EXPRESS LANES OR BRIDGES OR WHATEVER THEY'RE GOING TO BE RELOADING FREQUENTLY. HOW ARE WE GOING TO MAKE THAT MORE CONVENIENT SO THAT'S NOT A HINDRANCE TO THEM OR A BURDEN TO HAVE TO GO FIND A CASH PAYMENT NETWORK. WE WANT TO MAKE IT EASIER FOR PEOPLE TO GET INTO AN ACCOUNT AND MANAGER AN ACCOUNT AND NOT GO NEGATIVE TO LESSEN THE NUMBER OF PEOPLE GOING INTO THE ISSUE RESOLUTION CATEGORY.

ALFREDO PEDROZA: I'M THINK BY THE TIME OPERATIONAL IMPACTS TO THE ORGANIZATION, RIGHT? FROM INVOICING AND FOLLOW-UPS AND SO FORTH AND THAT COULD LEAD TO CONSEQUENCES AS WELL.

LYNN VALDIVIA: RIGHT. MORE COST MOST LIKELY.

ALFREDO PEDROZA: ALL RIGHT. THANK YOU.

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AMY WORTH, CHAIR: THANK YOU SO MUCH. ANY MORE MEMBERS OF THE COMMITTEE? COMMISSIONER CHAVEZ?

CINDY CHAVEZ: THANK YOU SO MUCH, CHAIRPERSON. AND THANK YOU FOR THE PRESENTATION. I GUESS WHAT I'M REALLY CURIOUS ABOUT AS WE TALK TO CUSTOMERS WHO ARE PRIMARY CASH CUSTOMERS AND THEY'RE CASH CUSTOMERS BECAUSE THEY DON'T HAVE OPTIONS, THE DESIGN OF THIS PROGRAM -- I'M JUST CURIOUS ABOUT FEEDBACK THAT YOU GOT, AND DESIGN CHANGES TO THE PROGRAM THAT CAME FROM TALKING TO THOSE CUSTOMERS.

LYNN VALDIVIA: SO WE HAVEN'T GOTTEN A WHOLE LOT OF FEEDBACK YET. THE FIRST BATCH OF FEEDBACK WE'RE GOING TO GET IS PART OF THE FASTRAK START FOCUS GROUPS WHICH ARE SCHEDULED FOR THIS MONTH OR EARLY JUNE WHERE WE'RE LEVERAGING THEIR FOCUS GROUPS TO GET SOME INFORMATION TO GET SOME QUESTIONS IN THERE TO HELP US WITH SOME OF THESE ITEMS THAT WE'RE LOOKING AT, BUT THEN WE'RE ALSO GOING TO BE DOING OUR OWN FOCUS GROUPS, FOLLOW-ON FOCUS GROUPS TO HELP US BETTER UNDERSTAND THE PAYING POINTS FOR PEOPLE GETTING INTO FASTRAK AND USING FASTRAK. SO THAT WILL BE A BIG COMPONENT OF WHAT WE ARE DOING IN HELPING US DECIDE WHAT SOLUTIONS MAKE THE MOST SENSE AND ARE MOST IMPACTFUL, ESPECIALLY FOR THE LOW INCOME FOLKS. I'M SPEAKING ABOUT THOSE THAT ARE LOW INCOME MAYBE YOU CAN TALK ABOUT THE

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MAKE UP OF THE FOCUS GROUPS THE PARTNERS THAT ARE HELPING US GET THOSE FOLKS. THE REASON IS, CASH FOR REALLY LOW INCOME FOLKS AND THE PROCESSES THAT WE'RE USING FOR HELPING PEOPLE BE ABLE TO USE, WHETHER IT'S FOR PURPOSES OF BEING ABLE TO CROSS A BRIDGE OR GETTING ON CALTRAIN I'M NOT SURE IF I HAVE SEEN A COMPLETE PICTURE OF THAT CUSTOMER AND HOW THE CHANGES WE'RE MAKING IN OUR SYSTEMS REFLECT AND RESPECT THE NEEDS OF THOSE CASH CUSTOMERS. AND SO, SPECIFICALLY, AS IT RELATES TO FOCUS GROUPS, I'M REALLY HOPEFUL THAT WHAT WE'RE DOING IS SPEAKING TO EITHER ORGANIZATIONS THAT CAN GET US FOLKS WHO ARE IN THESE SITUATIONS, OR WE'RE USING A PROFESSIONAL FIRM THAT IS ABLE TO HELP US FIND THESE EXACT CUSTOMERS. AND THAT WE ARE HAVING CASH CUSTOMER CONVERSATIONS WITH CASH CUSTOMER FOCUS GROUPS. I THINK A MIX OF THOSE GROUPS ISN'T PRODUCTIVE AND THIS LEADS TO THE BIGGER QUESTION ABOUT HOW CUSTOMER SERVICE WORKS AND ALL THE THINGS YOU TALKED ABOUT, TO ME, ABSENT OF HAVING CONVERSATIONS WITH FOLKS THAT ARE REALLY IMPACTED, I'M NOT SURE I UNDERSTAND EXACTLY HOW THE CHANGES WILL IMPACT THEM, AND I WOULD REALLY LIKE TO.

THERESE MCMILLAN: COMMISSIONER -- THERESE MCMILLAN, I WANT TO OFFER ONE OBSERVATION THERE. BECAUSE I THINK COMMISSIONER CHAVEZ, YOU'RE -- THE PREMISE THAT WE IDEALLY SHOULD HAVE DONE WOULD BE TO HAVE A THOROUGH DEMOGRAPHIC OF CASH PAYING CUSTOMERS IN ORDER TO SHAPE THE PROGRAM. AND I THINK TO

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REMEMBER THOUGH IS THAT WE FLIPPED TO THIS NO CASH OVERNIGHT BECAUSE OF THE PANDEMIC. THE REASON WE WENT FROM ZERO TO 100 IN TERMS OF HAVING TO MOVE TO AN INVOICE BASED SYSTEM WAS BECAUSE ALL OF THE TOLL TAKERS HAD TO BE TAKEN OFF OF THE BRIDGES BASICALLY OVERNIGHT. SO WE'RE PAYING CATCH UP TO SOME DEGREE FROM THE IDEAL CIRCUMSTANCE, UNDER WHICH WE WOULD HAVE SETUP THAT TRANSITION, RIGHT? BECAUSE IT SUDDENLY JUST HAPPENED. IT'S NOT AN EXCUSE AS MUCH AS AN EXPLANATION IN TERMS OF WE'RE BEHIND IN THE MARKETS PARTICULARLY THE CASH PAYING MARKET AND THE FACT THAT IT'S IN LINE VERY CLOSELY WITH OUR LOW INCOME COMMUNITIES AND THE LIKE BUT I THINK YOUR THOUGHTS ARE WELL TAKEN NOW THAT WE CAN GET BACK AND GET THAT INFORMATION VERY MUCH IN LINE WITH WHAT CHAIR PEDROZA SAID, WE NEED TO MAKE SURE THAT WE'RE DOING THAT MARKET LEVEL ANALYSIS, FOR LACK OF A BETTER TERM TO MAKE SURE WE'RE GETTING THE RIGHT INFORMATION TO MATCH THE NEED TO MATCH THE POLICIES THAT WE PUT IN PLACE, ET CETERA. SO, GREAT COMMENTS. AND IT'S JUST, I HAVE TO REMIND MYSELF, AGAIN, A LOT OF THIS WAS BECAUSE THIS WAS FORCED UPON US IN A WAY WE HADN'T ANTICIPATED AND THEREFORE, THERE WAS SORT OF SUBOPTIMAL DESIGNS WRAPPED AROUND IT BUT WE'RE DOING THE BEST WE CAN TO REFINE AND CATCH UP.

CINDY CHAVEZ: THIS'S VERY HELPFUL. AND I APPRECIATE THE REMINDER. I THINK THE CHALLENGE THAT WE ALL HAVE, AND I THINK YOUR POINT ABOUT HOW COVID SORT OF FORCED A LOT OF DIRECTIONS

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IS WHETHER, AS WE SEARCH FOR IMPROVEMENTS LOOKING FOR THE SILVER LININGS AND ALL OF THAT, THAT WE'RE MINDFUL OF SOMETHING THE SPEAKER SAID EARLIER WHICH IS, MY EXPERIENCE IN SANTA CLARA COUNTY IS WE HAVE A HIGH LEVEL OF UNEMPLOYMENT AND WE HAVE A LOT OF FOLKS WHO ARE PRETTY LIVING HAND TO MOUTH RELATIVE TO CASH, AND I THINK IF WE WANT TO MAINTAIN OUR ABILITY TO HELP TRANSIT DEPENDENT PEOPLE, OR PEOPLE WHO ARE NEEDING OUR SERVICES, BEING ABLE TO ACCESS THEM, THAT WE HAVE TO MOVE AS QUICKLY TO GET THEIR NEEDS MET. AND I WILL SAY THAT CHANGES ALWAYS ARE -- RIGHT, LIKE I DO IT TOO. I WANT TO BE A CHANGE AGENT AND AS SOON AS WE CHANGING SOMETHING I WANT TO MAKE SURE IT'S DONE WELL AND RIGHT TO BALANCE THOSE THINGS. I APPRECIATE THAT WE'RE IN A VERY UNIQUE POSITION. I WILL SAY THAT, GIVEN THE NUMBER OF BOARDS THEY SIT ON, THAT I AM CONCERNED THAT WE DO NOT HAVE A CLEAR CONSISTENT -- AND BY "WE" I DON'T MEAN MTC, I REALLY AM THINKING ABOUT THIS, THERESE N A LARGE WAY OF BEING REALLY CONNECTED TO THOSE HIGH NEED CUSTOMERS. SO THANK YOU FOR THAT. THAT'S VERY HELPFUL INFORMATION. I WANT TO ASK IF THERE IS ASSISTANCE NEEDED THAT WHEN WE'RE TALKING TO ORGANIZATIONS AND INSTITUTIONS THAT CAN REALLY HELP US DIG INTO THOSE COMMUNITIES AND HAVE CONVERSATION WHERE PEOPLE AREN'T EMBARRASSED TO TALK ABOUT HOW THEY MANAGE THEIR RESOURCES THAT WE CAN DO THAT IN A RESPECTFUL WAY. THANK YOU.

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AMY WORTH, CHAIR: CINDY, THANK YOU FOR THOSE QUESTIONS. ARE THERE ANY OTHER QUESTIONS FROM THE COMMITTEE? SO I DON'T HAVE ANY SPECIFIC QUESTIONS BEFORE WE GO TO PUBLIC COMMENT. BUT I WANT TO SAY, THERE HAVE BEEN A NUMBER OF DISCUSSIONS THIS MORNING AND IN THE PAST THAT REALLY LEND THEMSELVES TO UNDERSTAND OF THE SORT OF DESTINATION AND, YOU KNOW, ORIGIN AND DESTINATION OF OUR COMMUTERS, WHETHER THEY'RE ON TRANSIT, OR WHETHER THEY'RE DRIVING AND ALSO TO UNDERSTAND THE DEMOGRAPHICS SO THAT WE CAN HONE IN ON THE CRITICAL AREAS OF NEED. I WANT TO THROW THAT OUT, IT WOULD BE REALLY HELPFUL IF WE COULD REDUCE PEOPLE'S COMMUTE COST BY PROVIDING THEM AFFORDABLE TRANSIT OPTIONS, WE NEED TO UNDERSTAND, ARE THE TRANSIT OPTIONS FEASIBLE FOR COMMUTERS. SO SOME OF THOSE THINGS, I THINK IT MIGHT BE HELPFUL AS WE MOVE TOWARDS ACHIEVING THESE REALLY IMPORTANT EQUITY GOALS. SO, LET ME FIRST TURN TO KIMBERLY TO SEE IF WE HAVE RECEIVED ANY WRITTEN CORRESPONDENCE WITH REGARDS TO THIS ITEM?

CLERK OF THE BOARD: WE HAVE RECEIVED NOTHING IN WRITING, AND I DO HAVE THREE MEMBERS OF THE PUBLIC WITH THEIR HAND RAISED. IF YOU WOULD LIKE, I WILL CALL ON THEM NOW.

AMY WORTH, CHAIR: YES, PLEASE. THANK YOU.

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CLERK OF THE BOARD: THE FIRST IS VEDA FLOREZ, PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES.

VEDA FLOREZ: HELLO AND THANK YOU FOR THAT WONDERFUL REPORT. I AM VEDA FLOREZ, AND I AM FROM THE EQUITY AND ACCESS SUBCOMMITTEE. AND I AM CHAIR OF THAT SUBCOMMITTEE FOR THE PUBLIC ADVISORY COUNCIL. YOU KNOW, I APPRECIATE THE COMMENT THAT YOU MADE THAT EQUITY CAN'T WAIT. THAT'S SO TRUE. PEOPLE ARE JUST LIVING ON PENNIES RIGHT NOW. IT'S REALLY IMPORTANT FOR US TO UNDERSTAND THAT, AND THAT WE CAN'T WAIT. NONETHELESS, I WANTED TO GET STARTED BY ASKING IF IT'S POSSIBLE FOR US TO HAVE MULTI-LINGUAL SIGNAGE AT THE BRIDGES AND ON THE FREEWAYS. THIS IS EASILY PROGRAMMABLE ON THOSE ELECTRIC SIGNS. AND I THINK THAT IF PEOPLE CAN UNDERSTAND, IT'S A VERY GOOD THING, UNDERSTAND WHAT'S HAPPENING. AND I AM INTERESTED IN THE MOBILE APP AND WONDERING IF THIS WOULD BE USED FOR UPDATED INFORMATION, OR WOULD THIS BE IN LIEU OF A FASTRAK DEVICE? BECAUSE THIS IS A -- YOU CAN GET A PARTICULATE HOLDING YOUR CELL PHONE WHILE DRIVING. AND I REALLY WANT TO DRAW YOUR ATTENTION TO THE CUSTOMER SERVICE. AND THE CUSTOMER SERVICE STILL NEEDS A LITTLE BIT OF HELP. I RECEIVED A CALL FROM A SPANISH SPEAKING WOMAN WHO HAD $4,000 IN VIOLATIONS AND WHEN WE CALLED THE CUSTOMER SERVICE LINE, WE WERE ON HOLD FOR ALMOST AN HOUR EACH TIME. WHEN WE GOT TO A SENIOR REPRESENTATIVE, WE COULD ONLY BE ON HOLD FOR ONE OR TWO

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MINUTES THEN THE CALL WOULD AUTOMATICALLY HANG UP ON US. SO I THINK THERE IS SOME ROOM FOR IMPROVEMENT THERE. I WOULD LIKE TO SAY WE DID HAVE A HAPPY ENDING FOR MY NEIGHBOR. HER VIOLATION WAS REDUCED TO A THOUSANDS HOWEVER SHE CAN'T MAKE PAYMENTS ON IT SO SHE HAS TO SAVE MONEY, SAVE UNTIL SHE HAS A THOUSAND DOLLARS TO PAY THAT TOLL. SO THAT'S A REAL PROBLEM ASIDE. I AM HAPPY TO HEAR THAT THE CLIPPER START PROGRAM IS CONNECTED TO THE FASTRAK DEVICE HOWEVER LOWERING THE FEES FOR THE DEVICE IS STILL TOO MUCH. WE NEED TO PROVIDE FREE DEVICES FOR THOSE WHO CAN'T AFFORD THE FASTRAK DEVICE. AND I KNOW THESE DEVICES ARE NOT CHEAP, HOWEVER MTC CHOSE TO USE A COMPANY IN CALIFORNIA TO MANUFACTURE THE DEVICES, RATHER THAN GOING OUT OF STATE WHERE THEY WOULD BE LESS EXPENSIVE. THAT'S MY PERSONAL CHIMER. SO NOW I'M WONDERING SINCE WE CHOSE TO GO OUT OF STATE WE KNEW THAT THEY WOULD BE -- THE PRICES WOULD BE HIGHER, HOWEVER, IT'S IMPORTANT FOR US TO, YOU KNOW, LOOK AT THE HORIZON. WE KNEW THESE WERE GOING TO BE HIGHER, YET WE CHOSE TO GO WITH THIS MANUFACTURE. SO AS WE SAY LOOK DOWNSTREAM TO FIND SOME MONEY AND I HOPE THAT YOU CAN PROVIDE FREE TOLL -- FREE FASTRAK DEVICES FOR THOSE WHO MAY NEED IT. THANK YOU VERY MUCH.

AMY WORTH, CHAIR: VEDA THANK YOU FOR YOUR COMMENTS. AND WITH REGARDS TO YOUR DISCUSSIONS ABOUT THE TIMING, I -- FREEZE FEEL FREE TO REACH OUT TO US FURTHER TO EXPLORE THOSE TIME WAITS.

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BECAUSE THOSE DON'T SEEM LIKE THOSE ARE COMMON WEIGHTS AT ALL. I WANT TO HELP. AND I APPRECIATE STAFF WORKING WITH ALL OF THE -- WITH THE CUSTOMERS THAT DO HAVE THESE KINDS OF CHALLENGES, AND PROBLEMS WITH ACCUMULATED TOLLS. SO, ANYWAY, LET'S MOVE ON TO OUR NEXT SPEAKER, PLEASE.

CLERK OF THE BOARD: SURE. ALETA DUPREE. YOU HAVE TWO MINUTES. PLEASE UNMUTE YOURSELF.

SPEAKER: THANK YOU CHAIR AMY WORTH AND MEMBERS. ALETA DUPREE FOR THE RECORD, SHE AND HER. GOOD PRESENTATION TODAY. I'M LOOKING AT PAGE TWO. FIRST BRIDGE TRANSITION TO AET IN 2022. I AM ENCOURAGE ABOUT THAT. I WOULD LIKE TO KNOW WHICH ONE IT IS, HAVE A DASHBOARD TO OUR PROGRESS SO WE CAN GET THE GANTRY AND EQUIPMENT UP OVER THE ROAD AND PERFORM OUR FIRST DEMOLITION AND RECONSTRUCTION OF THE AREA. CERTAINLY, I'M WITH YOU ON EQUITY. I REMEMBER WHEN I GOT MY FIRST PASS ACCOUNT IN OKLAHOMA IN 1991, I HAD TO PUT UP $51 PER PIKE PASS. I HAD TWO OF THEM SO I HAD TO COME UP WITH 110. SO, AND THEN IT WOULD RELOAD AT $15 SO IT WOULD GO FROM 15 TO 55 SO FOURTH DOLLARS FOR A PIKE PASS FOR PRELOAD THIS'S PRETTY EXPENSIVE. SO WE WANT TO LOWER THE THRESHOLDS IT'S IMPORTANT TO ENCOURAGE AND INCENTIVIZE SAVING AND PREPAYMENT. MY COMPANY HAS AN OPTION WHERE PEOPLE CAN PREPAY THEIR ELECTRIC BILL AS OPPOSED TO HAVING IT PULLED AT THE END OF THE MONTH. AND THE IDEA OF

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SAVING. YOU KNOW, PEOPLE WHO DRIVE CARS ARE GENERALLY ALREADY SAVING BECAUSE UNLESS YOU GO TO THE GAS PUMP EVERY DAY YOU'RE STILL PUTTING IN 25, 30, $40 IN AT A TIME. SO HOW DO WE INCENTIVIZE THIS? BECAUSE PEOPLE ARE ALREADY DOING IT. THEY'RE JUST NOT THINKING ABOUT IT AND THERE IS THE LARGER QUESTION OF FINANCIAL LITERACY FOR PEOPLE WORRIED ABOUT THEIR CREDIT CARDS AND DEBIT CARDS YOU CAN ALWAYS GET A SECOND FREE CHECKING ACCOUNT JUST FOR BILL PAY SO YOU DON'T JEOPARDIZE YOUR MAIN ACCOUNT AND I DO THAT MYSELF WITH NO FEES. I'M A PERSON OF MODEST MEANS BUT PEOPLE ARE INTIMIDATED BY NEW THINGS. SOUNDS LIKE MY TIME IS UP.

AMY WORTH, CHAIR: THANK YOU FOR YOUR COMMENTS.

CLERK OF THE BOARD: ROLAND LEBRUN PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES.

SPEAKER: THANK YOU MADAM CHAIR. I WOULD LIKE TO START BY CALLING VEDA FLOREZ'S COMMENT, AND THANK YOU MTC STAFF FOR LISTENING AND MAKING THIS HAPPEN. I DID NOT REALLY UNDERSTAND THE CONCERN WITH THE COST OF THE DEVICES. BECAUSE MY RECOLLECTION, WHEN I GOT MINE, IS THAT, YES, IT DID COST ME $20, BUT THAT WAS PRELOADED ON THE DEVISE AND AS I RECOLLECT IT WAS ESSENTIALLY FREE. THAT COULD BE HELPFUL. I DO HAVE A QUESTION FOR THE CHAIR, WHETHER FASTRAK IS CONSIDERING

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DISCOUNTS FOR SENIORS, SIMILAR TO CLIPPER. THANK YOU. AND I YIELD MY TIME.

AMY WORTH, CHAIR: ROLAND, THANK YOU VERY MUCH FOR YOUR COMMENTS. AND BEFORE WE CLOSE, LET ME JUST TURN TO OUR STAFF TO SEE IF YOU HAVE ANY ADDITIONAL COMMENTS OR WITH REGARDS TO THE PUBLIC COMMENT WE HAVE HAD, ANY ADDITIONAL INFORMATION.

THERESE MCMILLAN: CHAIR WORTH, I WOULD JUST SAY, I CERTAINLY HAVE BEEN TAKING LOTS OF NOTES. ON ISSUES THAT HAVE BEEN RAISED, THEY DO NEED TO BE BROUGHT FORWARD AND ADDRESSED. SO WE WILL LOOP BACK AND FIGURE OUT, WITH YOUR COMMITTEE, OR WHENEVER WOULD BE THE APPROPRIATE ONE, HOW TO RESPOND.

AMY WORTH, CHAIR: GREAT. THANK YOU SO MUCH. AND AGAIN, I WANT TO THANK OUR STAFF. LYNN, THANK YOU TO YOU AND YOUR TEAM FOR THIS EXCELLENT REPORT. YOU KNOW, IT IS -- AS YOU HAVE INDICATED, EQUITY CANNOT WAIT. THAT OUR FOCUS ON PROVIDING SERVICE IN A WAY THAT PEOPLE CAN, YOU KNOW, ACCESS THEM, AND UTILIZE THEM, AND ALL THE WORK THAT THIS COMMISSION AND THE TOLL AUTHORITY IS DOING, IT'S SO IMPORTANT. SO, I REALLY APPRECIATE THIS. AND ALSO, I THINK TO THE COMMITTEE MEMBER'S QUESTIONS, THOSE THOUGHTFUL QUESTIONS, STAFF WILL BE, YOU KNOW, CONTINUING TO MOVE FORWARD WITH THOSE AND TO ADDRESS THE ISSUES THAT WERE RAISED HERE. ALSO WHAT IS IMPORTANT IN THIS

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REPORT IS TO RECOGNIZE THAT THIS WILL BE PART OF A REGULAR UPDATE THAT WILL BE COMING BACK TO THIS COMMITTEE EACH QUARTER, AND OF COURSE, MORE OFTEN IF NEEDED. SO, I THINK, PUTTING IT IN CONTEXT ALSO HELPS US MOVE FORWARD WITH A LOT OF THESE ISSUES. SO, JUST WANT TO THANK YOU, AGAIN. AND ALSO, TO THANK OUR STAFF FOR WORKING WITH THE PUBLIC WHEN THEY DO HAVE ISSUES. YOU KNOW, WE HEAR ABOUT THEM, AND APPRECIATE THE FACT THAT THERE IS A REAL STRONG EFFORT TO RESOLVE A NUMBER OF THESE ISSUES AS THEY COME FORWARD. SO, THANK YOU AGAIN, SO MUCH. AND THANK YOU TO THE PUBLIC FOR YOUR ENGAGEMENT IN THIS. WITH THAT, I WILL MOVE ON THEN, TO, IF THERE ARE NO FURTHER QUESTIONS OR COMMENTS ON THIS ITEM, WE'LL MOVE ON TO PUBLIC COMMENT AND OTHER BUSINESS BEFORE THIS COMMITTEE. AND I WOULD JUST LIKE TO SEE IF THERE ARE -- TURNING TO OUR CLERK, TO SEE IF WE HAVE ANY WRITTEN GENERAL PUBLIC COMMENT. AND I SEE THAT WE HAVE ONE PUBLIC COMMENT SPEAKER

CLERK OF THE BOARD: I HAVE RECEIVED NO WRITTEN PUBLIC COMMENT FOR THIS ITEM AND I HAVE ALETA DUPREE WHO WOULD LIKE TO SPEAK.

SPEAKER: ALETA DUPREE, SHE AND HER. THANK YOU. LOTS OF GOOD THINGS I'M ALWAYS EXCITED ABOUT THE WORK OF THIS AGENCY AND THAT WE CAN CONVERSE TRANSPARENTLY ABOUT ISSUES AFFECTING OUR COMMUNITY AND THAT WE ARE LEADERS ON A NATIONAL AND INTERNATIONAL SCALE. BUT THIS IS ABOUT ADVANCING THE

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CONVERSATION AND HELPING PEOPLE TO ENGAGE FOR THE FIRST TIME. ON-BOARDING IS THE MOST DIFFICULT AND EXPENSIVE PART OF ANY CUSTOMER SERVICE EXPERIENCE. AND I HAVE BEEN THROUGH THAT MANY TIMES, AS I TRY NEW THINGS. CERTAINLY, TECHNOLOGY PLAYS A PART. I'M LOOKING FORWARD TO THIS NEW APP. AND APPS TAKE DIFFERENT FORMS. YOU HAVE SOME APPS LIKE TOLLS NEW YORK, AND EZ PASS THAT LET YOU MANAGE TOLLS FROM YOUR PHONE AND OTHER PROGRAMS LIKE PAYTOLLO AND PV THAT CAN ACTUALLY BE USED THROUGH THE GPS MOVEMENT THAT WILL PAY YOUR TOLL WITH YOUR PHONE AND YOU JUST LEAVE IT IN YOUR BAG OR ON THE SEAT OR WHATEVER AND THERE IS DEMOLITION GOING ON IN OKLAHOMA. WE WILL HEAR ABOUT SOON. WE HAVE COME A LONG WAY, THE BIGGEST DRIVER IS CONTACTLESS CARDS IN NEW YORK, CITY SUBWAY AND USED TO PAY YOUR TRAIN AND BUS FARE AND THE TOKENS IN NEW YORK CITY SUBWAY WAS BASICALLY ONE DROP OUT OF THE TOKEN, YOU GOT ONE TRIP ON THE TRAIN. LET'S GET PEOPLE INVOLVED SO THEY CAN DISCOVER ONCE THEY'RE ON BOARD THINGS ARE MUCH EASIER.

AMY WORTH, CHAIR: THANK YOU FOR YOUR COMMENTS. ARE THERE ANY FURTHER COMMENTS?

CLERK OF THE BOARD: NONE.

AMY WORTH, CHAIR: WE WILL MOVE TO ADJOURNMENT, THE BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE MEETING WILL BE HELD

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WEDNESDAY JUNE NINTH, 9:35 A.M. REMOTELY AND BY WEBCAST. THANK YOU VERY MUCH. MEETING IS ADJOURNED. [ADJOURNED]

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