METROPOLITAN TRANSPORTATION COMMISSION

Meeting Transcript

OPERATIONS COMMITTEE

FRIDAY, 9:35 A.M., MAY 14, 2021

CAROL DUTRA-VERNACHI, CHAIR: GOOD MORNING AND WELCOME TO THE OPERATIONS COMMITTEE MEETING OF FRIDAY MAY 14TH. I WOULD LIKE TO CALL THE MEETING TO ORDER AND MAY WE PLEASE HAVE THE ANNOUNCEMENT ROLL, PLEASE? [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 BE POSTED TO THE ONLINE AGENDA AND

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 is not an official record of any action taken.

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.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU. WE'RE BACK. NEXT UP ON THE AGENDA WILL BE MARTHA WITH ROLL CALL AND CONFIRM QUORUM, PLEASE.

CLERK OF THE BOARD: WILL DO. CHAIR DUTRA-VERNACI?

CAROL DUTRA-VERNACHI, CHAIR: HERE.

CLERK OF THE BOARD: CONNOLLY?

DAMON CONNOLLY, VICE CHAIR: HERE.

CLERK OF THE BOARD: AHN?

EDDIE AHN: HERE.

CLERK OF THE BOARD: CANEPA?

DIR. DAVID CANEPA: HERE.

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 is not an official record of any action taken.

CLERK OF THE BOARD: FLEMING?

VICTORIA FLEMING: HERE.

CLERK OF THE BOARD: GIACOPINI NON-VOTING?

DORENE M. GIACOPINI: HERE.

CLERK OF THE BOARD: LICCARDO?

SAM LICCARDO: HERE.

CLERK OF THE BOARD: SCHAFF?

LIBBY SCHAAF: HERE.

CLERK OF THE BOARD: SPERING?

JAMES P. SPERING: PRESENT.

CLERK OF THE BOARD: WE HAVE A QUORUM.

CAROL DUTRA-VERNACHI, CHAIR: NEXT UP IS THE PLEDGE OF ALLEGIANCE ACKNOWLEDGEMENT OF THE FLAG. AT THIS POINT I'LL

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 is not an official record of any action taken.

ACKNOWLEDGE OUR FLAG AND FOREGO OUR PLEDGE OF ALLEGIANCE IF WE'RE ALL SITTING. COMPENSATION ANNOUNCEMENT, PLEASE, MARTHA?

CLERK OF THE BOARD: 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.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU. NEXT UP IS OUR CONSENT CALENDAR DO I HAVE A MOTION AND SECOND TO APPROVAL THE CONSENT CALENDAR?

DIR. DAVID CANEPA: SO MOVED.

JAMES P. SPERING: SPERING WILL SECOND.

CAROL DUTRA-VERNACHI, CHAIR: MOTION MADE BY COMMISSIONER CANEPA AND SECOND BY COMMISSIONER SPERING. MARTHA BEFORE WE TAKE THE VOTES HAVE WE RECEIVED PUBLIC COMMENT SOCIETY TO THIS ITEM THAT NEEDS TO BE IN THE RECORD?

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 is not an official record of any action taken.

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.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU SO MUCH. LET'S GO AHEAD AND PROCEED WITH THE ROLL CALL VOTE, PLEASE?

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

CAROL DUTRA-VERNACHI, CHAIR: ITEM FIVE OF THE AGENDA 5A INCIDENT MANAGEMENT PROGRAM UPDATE ON CONTRACT ACTIONS INCIDENT MANAGEMENT PROGRAM UPDATE CONTRACT INCIDENT MANAGEMENT STRATEGIC PLAN PARSONS TRANSPORTATION INCORPORATED 170 CONTRACT TRAFFIC INCIDENT MANAGEMENT DASHBOARD MY SIDEWALK INCORPORATED $300,000. SARAH BURNWORTH WILL PRESENT.

SPEAKER: THANK YOU. SARAH BURNWORTH WITH FIELD OPERATIONS MANAGEMENT. THIS PRESENTATION PROVIDES AN OVERVIEW OF THE RETAIL TRAFFIC INCIDENT MANAGEMENT PROGRAM FOLLOWED BY REQUEST FOR APPROVAL OF TWO RELATED CONTRACTS. NEXT SLIDE. MTC IS INVOLVED IN A NUMBER OF THINGS TO MANAGE TRAFFIC ACCIDENTS OPERATE PATROL RUN THE REGION'S 511 SYSTEM AND ASSIST CALIFORNIA HIGHWAY PATROL TO LEAD IN MANAGEMENT INCLUDING THE BAY AREA MANAGEMENT TASK FORCE. TRADITIONALLY WE HAVE BEEN A

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 is not an official record of any action taken.

BEHIND THE SCENES OVER THE YEARS RECOGNIZED AS A NATIONAL MODEL PARTNERSHIP BETWEEN TRANSPORTATION AGENCY AND PUBLIC AGENCIES FOCUSED ON THE QUICK CLEANER OF TRAFFIC. NEXT SLIDE. THE TASK FORCE IS A MULTI-AGENCY PARTNERSHIP THAT INCLUDES CALTRANS, CALIFORNIA HIGHWAY PATROL, FEDERAL HIGHWAY ADMINISTRATION AND FIRST RESPONDER AGENCIES FROM THROUGHOUT THE REGION. FIRE DEPARTMENT, EMS AGENCIES POLICE DEPARTMENT, CORONER AND OTHERS WHO HAVE BEEN WORKING TOGETHER SINCE 2012 TO IMPROVE SAFETY ON FREEWAYS. MANAGEMENT MAINLY HAS BEEN FACILITATION OF GROWTH AND OCCASIONALLY PROJECT DELIVERY. NEXT SLIDE. SO I WANT TO HIGHLIGHT A FEW ACCOMPLISHMENTS TO PRESENT WHAT THE TASK FORCE DOES. OVER 60 AGENCIES HAVE BEEN ACTIVELY INVOLVED IN THE TASK FORCE, HOSTED MEETINGS AT LOCATIONS THROUGHOUT THE BAY AREA FROM UNION CITY POLICE DEPARTMENT TO MARIN COUNTY SHERIFF'S OFFICE AND MANY OTHERS. TASK FORCE DISCUSSIONS HAVE LEAD TO SAFETY IMPROVEMENTS FOR EXAMPLE, ON RESPONDERS WHO ARE REALLY THE BOOTS ON THE GROUND SUCH AS SANTA CLARA COUNTY FIRE DEPARTMENT AND OAKLAND FIRE DEPARTMENT HAVE COME TO OUR MEETINGS AND BROUGHT ISSUES TO THE GROUP ATTENTION WHICH LEAD TO CALTRANS FUNDING IMPROVEMENTS ON HIGHWAY 17 TREATMENT AND RAILS WERE INSTALLED AND DEPARTMENT IS REPORTING REDUCTION IN SERIOUS CRASHES AND DEVELOPED A DASHBOARD TOOL TO TRACK CLEARANCE TIME AND TRENDS WE PLAN TO USE TO MEASURE SOME OF THE THINKING THAT IMPROVEMENTS HAVE RESULTED FROM TASK FORCE DISCUSSION. WE HAVE TRAFFIC INCIDENTS

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 is not an official record of any action taken.

WE REMEMBER MAYBE CAUSE TO MISS AN IMPORTANT MEETING OR SCHOOL EVENT AND YOU MAY REMEMBER THIS INCIDENT OF 2019 ON THE BAY BRIDGE THAT TOOK PLACE DURING PEAK MORNING COMMUTE TIME. THROUGH THE DASH, THE TRAFFIC INCIDENT MANAGEMENT DASHBOARD WE MAPPED THE INCIDENT RESPONSE TIMELINE WITH TRAFFIC SPEEDS TO HELP SHOW IMPACTS TO THE REGION. AND THE TASK FORCE ACTUALLY REVIEWED THIS INCIDENT AT A MEETING HOSTED BY OAKLAND FIRE DEPARTMENT AND THE GROUP TALKED ABOUT WHAT WENT WELL AND DISCUSSED OPPORTUNITIES TO GET RESOURCES TO THE SCENE QUICKLY IN THE FUTURE. IN THIS CASE, THE CALIFORNIA HIGHWAY PATROL WAS ABLE TO PROVIDE AN ESCORT FOR THE TOW RESPONDERS WHICH BENEFITTED RESPONSE BY ABOUT AN HOUR. AND NOT TO PICK ON A SPECIFIC INCIDENT BUT TO HELP DESCRIBE WHAT THE INCIDENT MANAGEMENT TASK FORCE D WE SPECIALIZE IN GETTING ALL PARTNERS TO THE ABLE TO GET INTO THE DETAILS TO IMPROVE COORDINATION AND MINIMIZE TIME IT TAKES TO CLEAR AN INCIDENT MULTIPLE AGENCIES TYPICALLY RESPOND TO A SCENE, THE TASK FORCE IS THE ONLY ONE TO BE INSIDE THE SAME ROOM OUTSIDE THE EMERGENCY SITUATION. SAFETY HAS BEEN IDENTIFIED AS ONE OF THE GOALS OF MTC'S REGIONAL TRANSPORTATION PLANS OVER THE PAST 20 YEARS. AS YOU CAN SEE HERE FOR EVERY MINUTE AN INCIDENT IS LEFT UNCLEARED SECONDARY CHANCES OF CRASH INCREASE BY 3%. WHILE WE AT MTC ARE NOT FIRST RESPONDERS THERE ARE SEVERAL WAYS WE ADD VALUE IN THIS AREA. SERVING AS A CATALYST FOR IMPROVEMENT IN HOW FREEWAY PARTICIPANTS ARE MANAGED CLEARING 25% CONGESTION

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 is not an official record of any action taken.

WITH EXPRESS LANES AND TRANSIT PRIORITY YOU CAN SEE THERE IS A BUS STRUCK IN TRAFFIC IN THE BACKGROUND OF THIS SLIDE AND AS WE SEE WITH THE FREEWAY SERVICE PATROL SHARING OFF A FEW MINUTES OF RESPONSE TIME CAN MAKE A SIGNIFICANT DIFFERENCE IN TERMS OF SAFETY AND CONGESTION. MTC IS IN A UNIQUE POSITION TO FACILITATE THESE PARTNERSHIPS BETWEEN AGENCIES. THE OTHER WAY WE ADD VALUE IS IN DATA AND INNOVATION. FOR EXAMPLE, THE INCIDENT MANAGEMENT TASK FORCE IDENTIFIED A NEED FOR DATA TO INFORM INCIDENT RESPONSE, AND WE PARTNERS WITH A START UP TO BUILD A TOOL TO ALLOW FOR EASIER ACCESS TO REGIONAL INCIDENT INFORMATION. NEXT SLIDE. THIS SLIDE PROVIDES BACKGROUND FOR THE CONTRACT APPROVAL REQUEST FOR MY SIDEWALK, FOR CONTINUED LICENSING OF THE TRAFFIC INCIDENT DASHBOARD TOOL. MTC AND THE TASK FORCE DEVELOPED THIS AUTOMATED TOOL IN PARTNERSHIP WITH START UP MY SIDEWALK TO PROVIDE A QUICK WAY TO IDENTIFY AND SHARE TRENDS FOR MAPPING. IDENTIFYING CRASHES AND REVIEWING PANDEMIC IMPACT ON TRAFFIC INNOCENT AND PARTNERING WITH LOCAL FIRE DEPARTMENTS THE DASHBOARD CONTAINS DETAIL AND VISUAL INNOVATION BUT THIS SLIDE SHOWS AN EXAMPLE OF THE NUMBER OF INCIDENTS PER MONTH FOR EACH YEAR YOU SEE THE SHARP DECREASE IN INCIDENTS OF MARCH 2020 AND INCREASE IN RECENT MONTHS GETTING CLOSER TO PREPANDEMIC LEVELS. EARLIER ON IN THE PAN DECK WE USE THE DASHBOARD TO TRAFFIC TRENDS AND TIME IT TAKES TO CLEAR AND INCREASED SPEEDS AND MORE SERIOUS CRASHES THROUGHOUT THE REGION. ON A MORE ONGOING BASIS THE DASHBOARD

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 is not an official record of any action taken.

TOOL HAS HELPED US WITH EXTRACTING MORE DETAIL FROM THE EXISTING DATA SET USING SEARCHING TECHNIQUES CAN THE CALIFORNIA HIGHWAY PATROL LOG NOW WE HAVE INFORMATION ON CLEARANCE SIGNS TRUCK INCIDENT AND INCIDENTS BY CORRIDOR AND IT'S ALSO SAVING TIME ALLOWING US TO IDENTIFY TRENDS AS THEY'RE HAPPENING WITHOUT HAVING TO DO A MAJOR RESEARCH PROJECT EACH TIME. NEXT SLIDE. SO AS YOU SAW IN THE PREVIOUS SLIDE INCIDENTS ARE INCREASING, AND EXPRESS BUS ROUTES ARE NO EXCEPTION. THE ABILITY TO CLEAR INCIDENTS QUICKLY IS REALLY IMPORTANT FOR TRANSIT RELIABILITY. SINCE THERE AREN'T ANY PHYSICAL BARRIERS, TRAFFIC INCIDENTS IMPACT ALL LANES INCLUDING HOV AND EXPRESS LANES. THIS MAP SHOWS HOW EXPRESS BUS ROUTES ARE WELL SERVED BY FREEWAY SERVICE PATROL COVERING EXPRESS BUS THROUGHOUT THE REGION LAST YEAR ABOUT 11% OF FREEWAY INCIDENTS OCCURRED AROUND EXPRESS BUS ROUTES DURING PEAK HOURS CONSERVATIVE ESTIMATE BASED ON IMMEDIATELY CLEARANCE. EVERY MINUTE AN INCIDENT IS LEFT UNCLEARED RESULTS IN 3 TO 4 MINUTES OF DELAY AND INCREASE IN GREENHOUSE GAS EMISSIONS AS WELL. NEXT SLIDE. THIS SLIDE PROVIDES BACKGROUND FOR THE CONTRACTED APPROVAL REQUEST FOR PARSONS TO DEVELOP AN INCIDENT MANAGEMENT STRATEGIC PLAN. NOW THAT THE TASK FORCE HAS BEEN OPERATING SUCCESSFULLY FOR A NUMBER OF YEARS WE WANT TO EXPLORE HOW THE INCIDENT MANAGEMENT PROGRAM CAN DELIVER THE BEST VALUE FOR REGIONAL PROJECTS AND OBJECTIVES TO FURTHER FREEWAY RESPONSE IN OUR REGION THE CONTRACT IS TO DEVELOP A

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 is not an official record of any action taken.

FIVE YEAR STRATEGIC PLAN TO BETTER ORGANIZE AND PRIORITIZE THE SCOPE OF WORK FOR THE PLAN INCLUDING BASED ON THE REVIEW OF THE CURRENT PROGRAM AND ALSO NATIONAL BEST PRACTICES. IDENTIFYING OPPORTUNITIES FOR SYNERGIES BETWEEN RELATED PROGRAMS, AND THE KEY COMPONENT OF THE PLAN, IS TO ALIGN THE INCIDENT MANAGEMENT PROGRAM WITH REGIONAL PRIORITIES. SO FOCUSING ON SAFETY, EQUITY, AND HOW INCIDENT MANAGEMENT CAN SUPPORT TRANSIT RECOVERY. NEXT SLIDE. SO, STAFF IS SEEK APPROVAL FROM THIS COMMITTEE TO ENTER INTO TWO CONTRACTS FIRST IS INCIDENT MANAGEMENT STRATEGIC PLAN WITH PARSONS AND SECOND IS THE TRAFFIC INCIDENT DASHBOARD WITH MY SIDEWALK. THANK YOU. AND I AM HAPPY TO TAKE ANY QUESTIONS.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU SO MUCH, SARA. DO WE HAVE ANY COMMISSIONERS WITH QUESTIONS OR COMMENTS ON THIS ITEM? I DO SEE COMMISSIONER JOSEFOWITZ. WE'LL TAKE HIM FIRST THEN AMY WORTH WILL BE AFTER HIM. SO, NICK, YOU HAVE GOT THE FLOOR.

COM. NICK JOSEFOWITZ: THANK YOU. I JUST WANT TO SAY HOW -- WHAT AMAZING WORK THIS IS. YOU KNOW, I DON'T KNOW THE STATISTICS, EXACTLY, FOR THE BAY AREA, YOU SHOWED A LOT OF STATISTICS WHICH IS GREAT, NATIONALLY THERE WAS A RECENT STUDY THAT CAME OUT THAT SAID FASTER RESPONSE TIMES WOULD SAVE TWO AND A HALF THOUSAND LIVES EVERY YEAR WHEN WE TALK ABOUT VISION

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 is not an official record of any action taken.

ZERO WE OFTEN FOCUS ON ROAD DESIGN OR BIKE LANES OR THINGS LIKE THAT BUT EMERGENCY RESPONSE IS JUST AS CRITICAL AN ELEMENT OF GETTING TO ZERO TRAFFIC FATALITIES AND SERIOUS JERSEY. AND I THINK A DATA-DRIVEN APPROACH IS ABSOLUTELY THE RIGHT WAY TO GO. THIS IS MORE DATA THAT I HAVE EVER SEEN ABOUT THESE TYPES OF ISSUES, AND I THINK THE COLLABORATIVE APPROACH IS JUST KEY, AND I AM JUST SO EXCITED THAT THIS IS HAPPENING. AND, YOU KNOW, JUST PERSONALLY, I WOULD BE REALLY OPEN TO HEARING ABOUT WAYS THAT WE COULD PUT EVEN MORE ENERGY INTO THIS. BECAUSE IT'S REALLY JUST SUCH IMPORTANT WORK.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU SO MUCH, COMMISSIONER. AND COMMISSIONER WORTH?

AMY R. WORTH: THANK YOU MADAM CHAIR. YOU COULDN'T HAVE SAID IT AS ARTICULATELY AS THE VICE CHAIR JUST SAID, EXPRESSED. EXCITEMENT AND INCREDIBLE SUPPORT FOR THIS INITIATIVE THERE IS SUCH SYNERGY BETWEEN OUR OPERATIONS COMMITTEE AND THE BATA OVERSIGHT AND PLANNED BAY AREA TO PROVIDE SAFER AND MORE EFFICIENT TRANSPORTATION SYSTEM FOR ALL SECTORS. THE LETTERS WE RECEIVED FROM RESIDENTS, FOR PROVIDING A SAFE WAY TO DEAL WITH EMERGENCIES ON THE FREEWAY, WITH THE SUPPORT WE HAVE WITH PARTNERSHIP WITH CALTRANS AND CALIFORNIA HIGHWAY PATROL IS EXEMPLIFIED IN THIS WORK TO DO INCIDENT MANAGEMENT AND CLEAR THE FREEWAY. SO TODAY WE HAD A LOVELY LETTER FROM A WOMAN WHO

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 is not an official record of any action taken.

WAS SO GRATEFUL FOR THE EMERGENCY ASSISTANCE SHE RECEIVED THROUGH SAFE. I THINK THE DATA APPROACH IS REALLY EXCELLENT AND THIS WILL REALLY ALLOW US TO LOOK AT AREAS OF CONCERN TO PUT THE RESOURCES THAT WE CAN CONTINUE TO DO THIS IMPORTANT WORK. SO THANK YOU SO MUCH.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU SO MUCH AMY. DO WE HAVE ANY OTHER COMMISSIONERS? I DON'T SEE ANY HANDS UP. DO WE HAVE ANY MEMBERS OF THE PUBLIC THAT WOULD LIKE TO COME ON THIS ITEM? I DO NOT SEE ANY HANDS UP, EITHER. MARTHA DO WE HAVE ANY COMMENTS ASSOCIATED WITH THIS ITEM THAT NEEDS TO BE READ INTO THE RECORD.

CLERK OF THE BOARD: NO PUBLIC COMMENT SUBMITTED ON THIS ITEM.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU SO MUCH. IN THAT CASE, I'LL ENTERTAIN A MOTION, PLEASE, ON THIS ITEM.

JAMES P. SPERING: SPERING WILL MOVE THE ITEM, MADAM CHAIR.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU. THANK YOU. I HEARD COMMISSIONER SPERING AND [INDISCERNIBLE] ON THE SECOND. MARTHA MAY WE HAVE ROLL CALL VOTE, PLEASE?

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

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 is not an official record of any action taken.

CAROL DUTRA-VERNACHI, CHAIR: ALL RIGHT. MOVING ON --

SAM LICCARDO: I'M SORRY. THAT'S AN AYE FROM LICCARDO.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU. NEXT ITEM CLIPPER CONTRACT NEXT GENERATION CLIPPER CUSTOMER SERVICE CENTER WSP, USA SERVICES INCORPORATED FOR 420,709,000 AND BLAH, BLAH, BLAH, OKAY. ANYWAY, JASON WEINSTEIN WILL PRESENT THIS ITEM.

JASON WEINSTEIN: GOOD MORNING COMMISSIONERS, JASON WEINSTEIN WITH CLIPPER STAFF HERE TO PRESENT ON ITEM 5B. COULD WE GET SLIDES UP, PLEASE? SURE. LET'S GO TO SLIDE -- THE NEXT SLIDE. THERE YOU GO. THANK YOU. BEFORE I GET INTO THE DETAILS OF THIS PROCUREMENT. I WANT TO REMIND YOU OF THE GOVERNING STRUCTURE OF THE CLIPPER PROGRAM. IN THE CONTRACTS ARE GOING TO MAKE UP THE NEXT GENERATION PROGRAM. YOU CAN SEE ON THE TOP LEFT OF THIS SLIDE, THE ICONS OF THE MEMBERS THAT SIT ON THE CLIPPER EXECUTIVE BOARD AND THE TOP CLIPPER ITSELF AND TOP RIGHT OUR COMMISSION. THE CLIPPER MOU GOVERNS HOW MTC AND CLIPPER INTERACT WITH EACH OTHER AND THEN WILL DESIGNATE CONTRACTING FOR THE AGENCY, AND CONTRACTS MAKE UP CLIPPER PROGRAM INCLUDING MANAGING CUSTOMER EDUCATION AND OUTREACH, THE CENTER OF THIS SLIDE SHOWS THE NEW SYSTEM WILL BE BROKEN UP INTO FOUR CONTRACTS. THE LIGHT BLUE BOX IN THE CENTER SHOWS THE CTU

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 is not an official record of any action taken.

SYSTEM INTEGRATOR CONTRACT WHICH WAS AWARDED TO CUBIC TRANSPORTATION SYSTEM IN SEPTEMBER OF 2018. AND BELOW IT ARE THE CTU PAYMENTS PROCESSES CONTRACT, WHICH IS AWARDED IN FEBRUARY OF THIS YEAR, TO FISERVE DOING BUSINESS AS FIRST DATA AND PROCUREMENT WHICH WILL POSE FOR BID LATER THIS YEAR. AND THE CUSTOMER SERVICE CENTER CONTRACT AS YOU CAN SEE CIRCLED IN RED IS WHAT WE HAVE RECOMMENDED FOR AWARD TODAY. FINALLY VARIOUS TOUCH POINTS THAT I THE CLIPPER PROGRAM HAS TO CUSTOMERS AND WE TOUCH THEM IN SLIGHTLY DIFFERENT WAYS. NEXT SLIDE PLEASE. SO THIS SLIDE IS THE OVERALL SCHEDULE FOR THE SYSTEM INTEGRATOR. PROJECT AND IT WILL GIVE YOU A SENSE OF WHERE WE ARE. AS YOU MAY KNOW WE LAUNCHED THE CLIPPER APP ON MOBILE LAST MONTH AND SET TO LAUNCH ON GOOGLE LATER THIS MONTH. WE HAVE NEW CLIPPER DEVICES BEGINNING TO BE INSTALLED LATER THIS YEAR WITH FULL INSTALLATION DONE BY MID-2022 AND REGARDING THE DESIGN CURRENTLY ONGOING SHOULD BE ROLLING THAT OUT IN 2023. NEXT SLIDE PLEASE. AS MENTIONED EARLIER, WE HAVE FOUR PROCUREMENTS THAT WILL MAKE UP THE CLIPPER SYSTEM AND IN THE MIDDLE OF THE SLIDE YOU WILL SEE THE PROCESS STEPS WE STARTED EARLIER 2020 TO GET US TO WHERE WE ARE TODAY. IN PARTICULAR, THE RFI THAT WE PUT OUT IN EARLY 2020, WE GOT SIX RESPONSES ALL INDICATED THEY WERE EXCITED ABOUT THIS RFP, THE RFP PROCUREMENT ORIGINALLY RELEASED IN AUGUST OF 2020 AND AT THE TIME THE RFP, AT BIDDERS ARE CONFERENCE IN SEPTEMBER OF 2020 WAS ATTENDED BY 50 FIRMS, AND INDIVIDUALS. TWO FIRMS,

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 is not an official record of any action taken.

CUBIC AND WSP SUBMITTED PROPOSALS ON NOVEMBER 19TH OF 202020, AND BOTH MET THE MINIMUM QUALIFICATIONS. BAFOS RECEIVED IN MARCH THIS YEAR AND SELECTION IN APRIL 2021. NEXT SLIDE PLEASE LET'S TALK ABOUT A LITTLE ABOUT THE EVALUATION PROCESS. THE EVALUATION PANEL IS COMPRISED OF FOUR TRANSIT OPERATOR STAFF AND THREE MTC STAFF AND THE PANEL IS SUPPORTED BY ADVISERS OF MTC AND OUR TECHNICAL CONSULT ANTIDEPRESSANT, THE IBI GROUP REVIEWING BAFO AND FOUND SOLUTIONS THAT MET THE CLIPPER'S PROGRAM NEEDS HOWEVER WSP SCORED HIGHER ON SEVERAL CRITICAL CRITERIA DUE TO ITS APPROACH IN THE FOLLOWING AREAS. THE TECHNICAL PROPOSAL HAVING THEIR ROBUST OMNI CHANNEL INTERACTIVE VOICE RECOGNITION SYSTEM, THE CUSTOMER TRANSITION SYSTEM FROM CURRENT CARD BASED SYSTEM TO OUR NEXT GENERATION ACCOUNT-BASED SYSTEM AND FLEXIBILITY AND SCALEABILITY OF OPERATIONS AND MAINTENANCE AND FINALLY THEIR COST EFFECTIVENESS. WSP IS PARTNERING WITH SEVERAL FIRMS, TWO OF WHICH ARE CERTIFIED SBES, VIRGIN AND ASSOCIATES AND TRANSLINK ARE THOSE SBES. NEXT SLIDE PLEASE. WE EXPECT THE CONTRACT TERM TO BEGIN IN JULY OF THIS YEAR, AND WE'LL INCLUDE A WSP IN THE DESIGN OF THE SYSTEM AND WILL -- DEVELOPMENT AND TRAINING TO THE NEXT GENERATION CUSTOMER SERVICE CENTER. THE NEW SERVICE CENTER IS EXPECTED TO BE OPERATIONAL IN OCTOBER OF 2022 AND PROVIDES SERVICE WITH OUR CURRENT CUSTOMER SERVICE CENTER DURING THE TRANSITION PERIOD WITH FULL OPERATIONS BEGINNING EXPECTED IN MID-2023. WITH ALL OF THIS SAID, STAFF RECOMMENDS

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 is not an official record of any action taken.

THAT THE EXECUTIVE DIRECTOR OR DESIGNEE IS AUTHORIZED TO NEGOTIATE AND ENTER INTO CONTRACT WITH WSPA, USA SERVICES INK IN THE SUMMARY DESCRIBED IN THE SHEET AS PART OF YOUR MEMO DATED MAY 14TH, 2021 AND THE ACHIEVE FINANCIAL OFFICER IS AUTHORIZED TO SET-ASIDE $20,709,014 FOR CONTRACT AND BUDGET. FINALLY I WANT TO SAY WE'RE EXCITED TO SECURE YOUR APPROVAL AND DIG INTO THE WORK TO CONTINUE DELIVERING EXCELLENT CUSTOMER SERVICE TO CLIPPER CUSTOMERS DURING THE TRANSITION TO THE NEXT GENERATION SYSTEM. THAT IS MY PRESENTATION. AND I AM HAPPY TO TAKE ANY QUESTIONS.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU SO MUCH, JASON, FOR ALL OF THIS INFORMATION. DO I HAVE ANY COMMISSIONERS THAT WOULD LIKE TO COMMENT OR ASK QUESTIONS AT THIS POINT IN TIME? I DO SEE COMMISSIONER SPERING'S HANDS UP. SO, YES, SIR?

JAMES P. SPERING: THANK YOU MADAM CHAIR. THANK YOU FOR THE PRESENTATION. LOOKING FORWARD TO MOVING FORWARD WITH T QUESTION. THIS COMPANY BE DEALING WITH CUSTOMERS DIRECTLY, DIRECT CONTACT?

JASON WEINSTEIN: YES. SO WHEN YOU CALL THE CUSTOMER SERVICE CENTER, THEIR STAFF WILL ANSWER THE PHONE.

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 is not an official record of any action taken.

JAMES P. SPERING: RECENTLY, I HAVE GOTTEN CALLS AND COMPLAINTS THAT PEOPLE ARE PUT ON HOLD FOR LONG PERIODS OF TIME. IS THAT ISSUE GOING TO BE ADDRESSED? IT SEEMS TO BE A COMMON PROBLEM RECENTLY.

ANDREW FREMIER: MR. SPERING, EXCUSE ME, ANDREW FREMIER DEPUTY. I'LL TAKE IS JASON. WHAT YOU'RE TALKING ABOUT WE ACKNOWLEDGE, WE'RE TRYING HARD TO DEAL WITH THE MASSIVE AMOUNT OF PHONE CALLS WE'RE GETTING, THAT'S THE FASTRAK ENVIRONMENT AND THIS IS THE CLIPPER ENVIRONMENT.

JAMES P. SPERING: YOU'RE RIGHT. THANK YOU FOR CORRECTING ME FASTRAK THAT PUTS ON YOU NOTICE TO MAKE SURE TO CONTINUE GOOD SERVICE.

JASON WEINSTEIN: GOT IT.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU VERY MUCH, COMMISSIONER SPERING. DO WE HAVE ANY OTHER COMMISSIONERS? I DON'T SEE ANY HAND. IN THAT CASE, MARTHA, DO WE HAVE COMMENTS THAT NEED TO BE READ INTO THE RECORD.

CLERK OF THE BOARD: NO COMMENT RECEIVED ON THIS ITEM BUT THERE ARE TWO MEMBERS OF THE PUBLIC WITH THEIR HANDS RAISED. HOW MUCH TIME WOULD YOU LIKE TO GIVE THEM?

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 is not an official record of any action taken.

CAROL DUTRA-VERNACHI, CHAIR: TWO MINUTES A PIECE. TODAY IS GOING TO BE A LONG DAY, I THINK.

CLERK OF THE BOARD: ALETA DUPREE YOU ARE FIRST. UNMUTE YOURSELF.

SPEAKER: THANK YOU CHAIR CAROL DUTRA-VERNACI, ALETA DUPREE FOR THE RECORD, SHE AND HER. THIS IS IMPORTANT, AND I DID SEE THE IN DEPTH PRESENTATION ABOUT THIS AT THE LAST CLIPPER EXECUTIVE BOARD MEETING. ONE OF THE GREAT HALLMARKS OF A GREAT PROGRAM PERHAPS GREATEST IS GREAT CUSTOMER SERVICE AND I HAVE BEEN USE CLIPPER SINCE ITS INCEPTION IN 2010. WITH ANYTHING THERE ARE ALWAYS GOING TO BE QUESTIONS ESPECIALLY AS WE MOVE INTO ACCOUNT-BASED SYSTEMS AND PAYMENTS AND MORE PEOPLE HOPEFULLY DOING THINGS LIKE I DO WITH THE AUDIO LOAD AND OF COURSE THE APP, AND THERE ARE GOING TO BE A LOT OF QUESTIONS THAT YOU REALLY CAN'T ANSWER ON A WEB SITE. SO THIS $20 MILLION IS AN INVESTMENT. AND I THINK THAT THIS PROGRAM WILL HELP MORE PEOPLE COME TO CLIPPER, BECAUSE I WANT TO SEE A TRANSIT NETWORK IN THE BAY AREA THAT RUNS 100% ON CLIPPER. IT'S THE RIGHT THING TO DO, AND THERE IS EQUITY IN THIS. I ASK YOUR APPROVAL. 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 and is not an official record of any action taken.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU VERY MUCH, ALETA, AND I SEE WE ALSO HAVE -- LET ME SEE -- PHONE NUMBER ENDING IN 6262, YOU ARE UP.

SPEAKER: GOOD MORNING, DIRECTORS ROLAND LEBRUN, SAN JOSE, I REALLY APOLOGIZE FOR NOT SENDING MY E-MAIL BEFORE 5:00 YESTERDAY AFTERNOON. I WANT TO PRESENT TWO ISSUES WITH THIS AWARD, FIRST THE ADVISER OF MTC, IBI GROUP IS A MAJOR WSP SUBCONTRACTOR ON A MAJOR -- YOU KNOW, SUBWAY LINE EXTENSION IN TORONTO. I BELIEVE THEY ARE CONFLICTED AND HAVE RECUSED THEMSELVES IN THIS SITUATION. OTHER THING I HAVE DISCOVERED IS THAT ONE OF THE CONTRACTOR WHO IS KNOWN AS A SOURCE LIMITED HAS MAJOR LABOR VIOLATIONS, INCLUDING PAYING MINIMUM WAGE, NO OVERTIME, A SOLO SUIT THAT WAS VALID WHERE SOMEONE WAS COMPLAINING THEY WERE NOT GETTING PAID AND THEY [INDISCERNIBLE] ON THE PHONE TO A CUSTOMER. I CANCEL ON THE LATENESS OF THE LETTER. IT WAS 3:00 IN THE MORNING WHEN I SENT IT INSTEAD OF 5:00 YESTERDAY. THANK YOU.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU SO MUCH ROLAND. I DO NOT SEE ANY OTHER ATTENDEES WITH HANDS RAISED. I'LL BRING IT BACK TO THE COMMISSION. DO I HAVE A MOTION AND SECOND TO APPROVE THE CLIPPER CONTRACT NEXT GENERATION CLIPPER CUSTOMER SERVICE CENTER, WSPA USA SERVICE WAS INK FOR 420,000,007 HELPED $9,000.

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 is not an official record of any action taken.

JAMES P. SPERING: SPERING MOVES.

CAROL DUTRA-VERNACHI, CHAIR: SECONDS GOES TO WHO?

EDDIE AHN: AHN SECONDS.

CAROL DUTRA-VERNACHI, CHAIR: MOTION BY SPERING, AND SECOND BY COMMISSIONER AHN. MARTHA MAY WE HAVE ROLL CALL VOTE, PLEASE?

CLERK OF THE BOARD: YES. [ROLL CALL VOTE] IT PASSES.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU SO MUCH, MARTHA. WE ARE NOW ON TO PUBLIC COMMENT AND OTHER BUSINESS. MARTHA MAY WE PLEASE HAVE THE NAMES OR ORGANIZATIONS OF ANY GENERAL PUBLIC COMMENTS RECEIVED BY FIVE INCLUDE YESTERDAY INTO THE RECORD.

CLERK OF THE BOARD: WE RECEIVED CORRESPONDENCE FROM LAREISTA. IT WAS INCLUDED IN THE PACKAGE AND SENT TO COMMISSIONERS.

CAROL DUTRA-VERNACHI, CHAIR: LET ME SEE. ALETA DUPREE FOR PUBLIC COMMENT.

SPEAKER: THANK YOU CHAIR CAROL DUTRA-VERNACI, ALETA DUPREE FOR THE RECORD, SHE AND HER. I HAVE BEEN SPEAKING AT MTC FOR ABOUT

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 is not an official record of any action taken.

FOUR YEARS OPERATIONS IS REALLY WHERE THE RUBBER MEETS THE ROAD AND AS I HAVE LEARNED ABOUT MTC AND USED SERVICES SUCH AS CLIPPER DIRECTLY OR FASTRAK INDIRECTLY OR IN USING PUBLIC TRANSPORTATION IN THE VARIOUS PROGRAMS THAT MTC DOES TO FACILITATE PUBLIC TRANSPORTATION, OPERATIONS IS REALLY WHERE IT ALL COMES TOGETHER. AND SO AS WE GO INTO A SET OF NEW NORMALS WITH THE NEW GUIDANCE CONCERNING WITH THE WEARING OF MASKS AND DISTANCING, THAT WE STAY THE COURSE AND NOT BE BOUND BY THE OLD WAYS. BECAUSE THERE ARE IMPROVEMENTS AND THERE IS EQUITY IN IMPROVEMENT AND THE WAY WE HELP PEOPLE IS THROUGH INCLUSION. INCLUSION IS HELPING PEOPLE ACCESS THE IMPROVEMENTS OF THE FUTURE NOT HANG ON TO THE ANACHRONISMS OF THE PAST. I APPRECIATE THE WORK THAT YOU'RE DOING WITH CLIPPER AND FASTRAK AND TO HELP THEM MAKE A MORE SEAMLESS CUSTOMER EXPERIENCE LIFE SHOULD BE EASIER RATHER THAN HARD. IT'S ALWAYS BETTER TO HAVE MORE CREDIT UNION AND LESS COFFEE CAN.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU. CARLOS ROMERO HAS HIS HAND RAISED.

SPEAKER: I WANT TO COMMENT ON COMMISSIONER SPERING'S COMMENT ON FASTRAK. THIS MORNING AT 8:15 I HAD A CONSTITUENT KNOCK ON MY DOOR AND ASK WHAT WE COULD DO ABOUT FASTRAK AND THEIR INABILITY TO GET BACK TO FOLKS EITHER BY E-MAIL AND/OR ON THE PHONE. HE PRESENTED ME A $254 BILL THAT HE SAID HE HAD

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 is not an official record of any action taken.

PROBLEMS PAYING FOR, AND THAT HE THINKS HE MAY HAVE BEEN DOUBLE BILLION DOLLARS. HE THEN SENT ME A TEXT TRAIL OF 20 PEOPLE IN THE CITY OF EAST PALO ALTO ON THE LOCAL PUBLIC SITE, THEY WERE ALSO COMPLAINING ABOUT FASTRAK. WE MUST DO BETTER WITH THE PUBLIC. LOW INCOME COMMUNITIES OF COLOR ARE GOING TO BE AFFECTED EVEN MORE THAN OTHER COMMUNITIES WHEN THEY GET MULTIPLE LATE FEES. SO, TO THE EXTENT THIS CAN GET AGENDAIZED AND FIXED QUICKLY, I THINK WE ALL, AS MTC -- AS A FUNCTION OF MTC WOULD BENEFIT. I CERTAINLY WOULD NOT LIKE TO RECEIVE AT 8:15 KNOCK ON MY DOOR IN THE MORNING FROM CONSTITUENTS COMPLAINING IN THE FUTURE.

CAROL DUTRA-VERNACHI, CHAIR: THANK YOU CARLOS FOR THAT REAL LIFE EXAMPLE AS EARLY AS THIS MORNING AND YOUR COMMENTS ARE CERTAINLY NOTED AND WE CERTAINLY AT MTC DO HAVE POSITIONS -- [INDISCERNIBLE] LOW INCOME COMMUNITIES WHEN IT COMES TO ALL FORMS OF TRANSPORTATION AND FUNDS. SO THAT BEING SAID, I DO NOT SEE ANY OTHER HANDS UP. SO OUR LAST ITEM ON THE AGENDA IS OUR ADJOURNMENT. WE WILL BE TOGETHER AGAIN ON FRIDAY JUNE 11TH AT 9:35 EVERYBODY HAVE A GREAT DAY. [ADJOURNED]

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 is not an official record of any action taken.

NTT

Broadcasting Government