

**METROPOLITAN
TRANSPORTATION
COMMISSION**
Meeting Transcript



July 14, 2021

1 **METROPOLITAN TRANSPORTATION COMMISSION**
2 **BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE**
3 **WEDNESDAY, JULY 14, 2021, 9:35 A.M.**
4

5 **MARGARET ABE-KOGA, V. CHAIR:** GOOD MORNING EVERYONE. WELCOME TO
6 OUR BATA OVERSIGHT COMMITTEE FOR JULY 14TH. I'M MARGARET ABE-
7 KOGA OUR VICE CHAIR I WILL BE FILLING IN FOR OUR CHAIR TODAY
8 AS SHE WAS CALLED TO JURY DUTY. WITH THAT I WOULD LIKE TO CALL
9 THE MEETING TO ORDER AT 9:05. IF WE COULD START WITH ROLL
10 CALL?
11

12 **CLERK OF THE BOARD:** WE'LL ROLL THE COVID ANNOUNCEMENT.
13 [RECORDED MEETING PROCEDURES ANNOUNCEMENT] DUE TO COVID-19
14 THIS MEETING WILL BE CONDUCTED AS A ZOOM WEBINAR PURSUANT TO
15 THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDER N-29-20 WHICH
16 SUSPENDS CERTAIN REQUIREMENTS OF THE BROWN ACT. THIS MEETING
17 IS BEING WEBCAST ON THE MTC WEB SITE. THE CHAIR WILL CALL
18 UPON COMMISSIONERS, PRESENTERS, STAFF, AND OTHER SPEAKERS BY
19 NAME AND ASK THAT THEY SPEAK CLEARLY AND STATE THEIR NAMES
20 BEFORE GIVING COMMENTS OR REMARKS. PERSONS PARTICIPATING VIA
21 WEBCAST AND ZOOM WITH THEIR CAMERAS ENABLED ARE REMINDED THAT
22 THEIR ACTIVITIES ARE VISIBLE TO VIEWERS. COMMISSIONERS AND
23 MEMBERS OF THE PUBLIC PARTICIPATING BY ZOOM WISHING TO SPEAK
24 SHOULD USE THE RAISE HAND FEATURE, OR DIAL STAR NINE, AND THE
25 CHAIR WILL CALL UPON THEM AT THE APPROPRIATE TIME.



July 14, 2021

1 TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR
2 DIGITS OF THEIR PHONE NUMBER. IT IS REQUESTED THAT PUBLIC
3 SPEAKERS STATE THEIR NAMES AND ORGANIZATION, BUT PROVIDING
4 SUCH INFORMATION IS VOLUNTARY. WRITTEN PUBLIC COMMENTS
5 RECEIVED AT INFO@BAYAREAMETRO.GOV BY 5:00 P.M. YESTERDAY WILL
6 BE POSTED TO THE ONLINE AGENDA AND ENTERED INTO THE RECORD BUT
7 WILL NOT BE READ OUT LOUD. IF AUTHORS OF THE WRITTEN
8 CORRESPONDENCE WOULD LIKE TO SPEAK, THEY ARE FREE TO DO SO. A
9 ROLL CALL VOTE WILL BE TAKEN FOR ALL ACTION ITEMS. PANELISTS
10 AND ATTENDEES SHOULD NOTE THAT THE CHAT FEATURE IS NOT ACTIVE.

11

12 **MARGARET ABE-KOGA, V. CHAIR:** GREAT. AND WITH THAT, ROLL CALL.

13

14 **CLERK OF THE BOARD:** ABE-KOGA?

15

16 **MARGARET ABE-KOGA, V. CHAIR:** HERE.

17

18 **CLERK OF THE BOARD:** CHAVEZ?

19

20 **CINDY CHAVEZ:** HERE.

21

22 **CLERK OF THE BOARD:** EL-TAWANSY?

23

24 **DINA EL-TAWANSY:** HERE.

25



July 14, 2021

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

2

3 **FEDERAL D. GLOVER:** HERE.

4

5 **CLERK OF THE BOARD:** MILEY?

6

7 **SUP. NATHAN MILEY:** HERE.

8

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

10

11 **GINA PAPAN:** HERE.

12

13 **CLERK OF THE BOARD:** RABBIT?

14

15 **DAVID RABBIT:** HERE.

16

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

18

19 **DIR. HILLARY RONEN:** HERE.

20

21 **CLERK OF THE BOARD:** WORTH? WORTH IS ABSENT. QUORUM IS PRESENT.

22

23 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU. IF YOU COULD PLEASE

24 JOIN ME IN THE PLEDGE OF ALLEGIANCE. IF YOU COULD PLEASE

25 STAND, IF YOU'RE ABLE TO DO SO. [PLEDGE OF ALLEGIANCE] "I



July 14, 2021

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

4

5 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU. WE WILL NOW HAVE THE
6 COMPENSATION ANNOUNCEMENT?

7

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

14

15 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU VERY MUCH. WE'LL GO TO
16 ITEM FOUR, OUR CONSENT CALENDAR. ARE THERE ANY COMMISSIONERS
17 WISHING TO PULL OR SPEAK ON A CONSENT CALENDAR ITEM? IF YOU
18 DO, PLEASE RAISE YOUR HAND. I DON'T SEE ANY. ARE THERE ANY
19 PUBLIC COMMENTS?

20

21 **CLERK OF THE BOARD:** I DON'T SEE ANY MEMBER OF THE PUBLIC WITH
22 THEIR HAND RAISED, AND I HAVE RECEIVED NO WRITTEN PUBLIC
23 COMMENT FOR THE CONSENT CALENDAR.

24



July 14, 2021

1 **MARGARET ABE-KOGA, V. CHAIR:** OKAY. GREAT. THANK YOU. I WOULD
2 BE HAPPY TO ENTERTAIN A MOTION AND A SECOND. I'LL BRING IT
3 BACK TO THE COMMITTEE.

4

5 **DAVID RABBIT:** SO MOVED FROM RABBIT.

6

7 **FEDERAL D. GLOVER:** SECOND, GLOVER.

8

9 **AMY WORTH, CHAIR:** MOTION BY COMMISSIONER RABBIT. SECOND BY
10 GLOVER. ANY FURTHER DISCUSSION IN IF NOT MAY WE GET A ROLL
11 CALL VOTE, PLEASE?

12

13 **CLERK OF THE BOARD:** [ROLL CALL VOTE] MOTION PASSES UNANIMOUSLY
14 BY ALL MEMBERS PRESENT.

15

16 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU. WE'LL GO TO ITEM 5A,
17 THIS IS ABOUT THE CONTRACT CHANGE ORDER FOR FASTRAK. AND DO WE
18 HAVE A PRESENTATION? YES. MS. BETH ZELINSKI.

19

20 **BETH ZELINSKI:** GOOD MORNING COMMISSIONERS. I'M BETH ZELINSKI
21 WITH BATA STAFF. AND THIS ITEM IS TO APPROVE ADDITIONAL COSTS
22 FOR ALL ELECTRONIC TOLL INVOICES AND TO APPROVE A TWO YEAR
23 CONTRACT EXTENSION WITH CONDUENT STATE AND LOCAL SOLUTIONS TO
24 OPERATE THE FASTRAK CUSTOMER SERVICE CENTER IN AN AMOUNT NOT
25 TO EXCEED \$112,854,000. THE CFC CONTRACT BEGAN IN NOVEMBER



July 14, 2021

1 2014 WITH A FIVE YEAR INITIAL OPERATING TERM TO OCTOBER 2019,
2 AND UP TO TEN YEARS OF OPTIONAL EXTENSIONS AT BATA'S
3 DISCRETION. THE COMMITTEE DID PREVIOUSLY APPROVE A TWO AND A
4 HALF YEAR EXTENSION TO MARCH 2022 WHICH IS NEXT YEAR. WE ARE
5 CONSIDERING ANOTHER TWO YEAR EXTENSION TO MARCH 2024. STAFF
6 HAS STARTED TO DEVELOP A PROCUREMENT PLAN TO REBUILD THE
7 CONTRACT AND EFFORTS TO PROCURE A NEW VENDOR AND DEVELOP AND
8 TEST A NEW SYSTEM DOES TAKE SIGNIFICANT EFFORT AND SEVERAL
9 YEARS TO COMPLETE. WE DID START SOME INITIAL EFFORTS HOWEVER
10 THOSE WERE DISRUPTED BY THE PANDEMIC IN ADDITION WE ARE SEEING
11 CHANGES UNDER WAY FOR THE MONITORING THAT WE WANT TO
12 INCORPORATE INTO OUR STRATEGIES FOR A NEW VENDOR AND OPERATION
13 CONTRACT. THIS EXTENSION WILL BE NEEDED TO ALLOW ADDITIONAL
14 TIME TO COMPLETE PROJECT AND THE SELECTED VENDOR'S SYSTEM
15 DEVELOPMENT PROCESS. IN ADDITION TO THE CONTRACT EXTENSION
16 THERE IS AN ADDITIONAL \$10 MILLION IN ADDITIONAL FUNDS THAT
17 ARE NEEDED FOR HIGHER INVOICE COST FOR THE CURRENT YEAR, THE
18 ORIGINAL COST ESTIMATED WAS BASED ON A LOWER PERCENTAGE OF
19 INVOICE TRANSACTIONS AND WE HAVE ALSO SEEN TRAFFIC VOLUMES
20 RETURN FASTER THAN NORMAL THAN WE HAD ANTICIPATED LEADING TO A
21 HIGHER TRANSACTION COST. THE CURRENCY OPERATION DOES CONTINUE
22 TO STRUGGLE WITH THE DEMAND DUE TO INCREASED VOLUMES FROM THE
23 BAT THAT BRIDGE TRANSITION THAT HAPPENED IN JANUARY OF 2021
24 AND THE WINDING DOWN OF CASHLESS TOLL NOTICES FROM 2020. THE
25 PANDEMIC DOES CONTINUE TO CREATE HIRING CHALLENGES TO HAVE



July 14, 2021

1 SUFFICIENT STAFF TO HANDSEL THE CUSTOMER CALL VOLUME. CONDUENT
2 IS IN THE PROCESS OF STARTING UP A NEW CALL CENTER IN
3 BAKERSFIELD AND THIS WILL ALLOW THE SPACE THAT THEY NEED SEAT
4 MORE CALL AGENTS. THE BAKERSFIELD SITE WAS AN EXISTING
5 CONDUENT FACILITY, THEY ARE RAPIDLY DEPLOYING THIS AND HAD
6 THEIR FIRST TRAINING CLASS ON JUNE 28TH AND WILL START TAKING
7 CALLS FROM THAT FACILITY NEXT MONDAY. THE INITIAL CLASS WAS
8 LARGE, IT HAD 90 AGENTS THEY ARE TRYING TO STAFF UP AS QUICKLY
9 AS POSSIBLE HOWEVER WE DO EXPECT SEEING QUITE A BIT OF
10 ATTRITION FROM THAT INITIAL CLASS IN LINE WITH THE HIRING
11 TRENDS OVER THE PAST YEAR AND ANOTHER CLASS WILL FOLLOW
12 DIRECTLY BEHIND THAT AND CON CONSTITUTE WILL CONTINUE TO STAFF
13 UP UNTIL THEY HAVE LEVELLED NEEDED TO SUPPORT AET. ASSUMING
14 THE FACILITY START UP GOES SMOOTHLY AND FORECASTING THEY WILL
15 BE NEAR PERFORMANCE LEVELS BY THE END OF AUGUST, WE SHOULD SEE
16 A SIGNIFICANT REDUCTION IN CALL WAIT TIME. PUTTING FORTH THIS
17 EFFORT AND DELIVERING MAJOR STAFFING INCREASE IS A SIGNIFICANT
18 CHALLENGE BUT BATA IS SUPPORTING THAT EFFORT AND WE ARE
19 MONITORING CONDUENT'S WORK, AND WE ARE HAVING STAFF ON HAND,
20 IN BAKERSFIELD NEXT WEEK AS THEY START UP THE CALL ANSWERING.
21 AND SO, AT YOUR SEPTEMBER MEETING, WE WILL PROVIDE MORE
22 INFORMATION AND MORE UPDATES ON THE STATUS OF THE CSC
23 OPERATIONS. SO, WITH THAT, STAFF RECOMMENDS THAT THE
24 COMMITTEE AUTHORIZE THE EXECUTIVE DIRECTOR TO NEGOTIATE AND
25 ENTER INTO A CONTRACT CHANGE ORDER WITH CONDUENT FOR



July 14, 2021

1 ADDITIONAL AET INVOICE COST AND EXTENSION TO MARCH 2024, IN AN
2 AMOUNT NOT TO EXCEED 12,854,000, AND I WOULD BE HAPPY TO
3 ANSWER ANY QUESTIONS AT THIS TIME.

4

5 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU VERY MUCH FOR THE
6 PRESENTATION. THERE ARE ANY QUESTIONS? YES, I SEE HANDS.
7 COMMISSIONER -- VICE CHAIR JOSEFOWITZ?

8

9 **NICK JOSEFOWITZ:** THANK YOU VERY MUCH. AND THANK YOU FOR GIVING
10 US THIS UPDATE ON WHAT SEEMS LIKE SORT OF POTENTIALLY GOOD
11 NEWS AROUND THE CALL CENTER. SO, THAT'S GREAT THAT CONDUENT IS
12 STEPPING UP. I HAVE KIND OF, YOU KNOW, I DON'T THINK IT'S
13 GOING TO BE ANY SURPRISE TO ANYBODY, BUT I APPRECIATE THE NOTE
14 IN THE MEMO THAT INDICATES THAT YOU WILL BE COMING BACK TO US
15 IN SEPTEMBER WITH SOME IDEAS AROUND FINES AND FEES AROUND
16 EQUITABLE IN PARTICULAR FOCUS ON LOW-INCOME PEOPLE RACKING UP
17 \$70 FINES EVERY TIME YOU GO ACROSS THE BRIDGE CAN BE REALLY
18 EXPENSIVE AND PEOPLE WHO GET INTO DEBT IT WOULD BE HARD TO
19 CLIMB OUT OF IT I APPRECIATE THAT WE'RE GOING TO SEE CONCRETE
20 ACTION OR CONCRETE PROPOSALS IN SEPTEMBER, AND I'M LOOKING
21 FORWARD TO ENGAGING ON THAT. AND THEN, YOU KNOW, I HOPE THAT
22 WHEN WE DO THIS CONTRACT EXTENSION WITH CONDUENT THAT WE CAN
23 TAKE THAT INTO ACCOUNT IN CHANGES OF HOW FINES AND FEES ARE
24 HANDSELLED BASED ON THE MEMO AND IT DOESN'T BECOME A MASSIVE
25 CHANGE ORDER SITUATION WHICH I KNOW SOME OF THESE GOVERNMENT



July 14, 2021

1 TECH CONTRACTORS LIKE CHANGE ORDERS. SO MAYBE THAT CAN KIND OF
2 BE SOMETHING THAT IS ANTICIPATED.

3

4 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU. WE'LL GO TO
5 COMMISSIONER PAPAN.

6

7 **GINA PAPAN:** THANK YOU, MADAM CHAIR. MY QUESTIONS WERE -- AND
8 I'M SORRY IF IT'S IN THE REPORT AND I MISSED IT -- THERE WAS
9 NO DISCUSSION ON BILINGUAL CALL OPERATORS, WHAT NUMBERS WE'RE
10 LOOKING AT HE, IF THAT'S GOING TO BE INCLUDED. IT'S, OF
11 COURSE, WONDERFUL TO SEE WE HAVE A CALIFORNIA CALL CENTER, SO
12 THAT'S A BIG PLUS. THANK YOU, VERY, VERY MUCH. BUT IS THERE
13 ANY INFORMATION ON BILINGUAL ACCESS TO PEOPLE CALLING IN?

14

15 **BETH ZELINSKI:** I DON'T HAVE SPECIFIC STATISTICS, BUT CONDUENT
16 IS WORKING TO HIRE MORE BILINGUAL STAFF AND THEY ARE GETTING
17 SIGNIFICANT STAFF IN BAKERSFIELD THAT WILL BE ABLE TO HANDSEL
18 THOSE CALLS DIRECTLY.

19

20 **GINA PAPAN:** OKAY. BETH, IF WE COULD GET POSSIBLY A NUMBER OF
21 BILINGUAL CALLS THAT COME IN SO WE KNOW WHAT WE'RE
22 APPROACHING, WHETHER IT'S MANDARIN OR HISPANIC, WE HAVE SO
23 MANY LANGUAGES IN CALIFORNIA THAT MIGHT BE HELPFUL TO US AS WE
24 MOVE FORWARD HERE.

25



July 14, 2021

1 **BETH ZELINSKI:** SURE.

2

3 **GINA PAPAN:** THANK YOU VERY MUCH.

4

5 **MARGARET ABE-KOGA, V. CHAIR:** CHAIR PEDROZA?

6

7 **ALFREDO PEDROZA:** THANK YOU, CHAIR ABE-KOGA -- OR VICE CHAIR,
8 THANK YOU FOR FILLING IN, AS WELL. THE QUESTION I HAVE IN
9 TERMS OF EXTENSION, I DEFINITELY SEE IT'S THE RIGHT THING TO
10 DO AND I APPRECIATE THE COMMENTS OF VICE CHAIR JOSEFOWITZ
11 ABOUT CONDUENT COMING BACK AND GIVING A GLOBAL PRESENTATION ON
12 WHAT THEY'RE DOING TO RECTIFY THE ISSUE THAT ALL COMMISSIONERS
13 HAVE ACKNOWLEDGE SAID. WHAT ARE WE DOING IN THE PERFORMANCE OF
14 IT? I HOPE THERE IS PERFORMANCE MEASUREMENT WHEN WE HAVE
15 ISSUES THAT THIS CONTRACT IS A WAY TO PROTECT USERS THAT ARE
16 RELYING ON THE SERVICE WE DOES TRANSITION TO ALL ELECTRIC
17 TOLLING THAT'S GREAT. I UNDERSTAND THE POTENTIAL CALL
18 INCREASE, YOU CAN SHARE MORE ABOUT THE PERFORMANCE METRIC OR
19 MEASUREMENTS THAT WE MAY HAVE IN THIS CONTRACT.

20

21 **BETH ZELINSKI:** WE DO HAVE PERFORMANCE MEASUREMENT IN THE
22 CONTRACT, AND WE ARE HOLDING CONDUENT ACCOUNTABLE TO THESE. I
23 DO THINK THAT WE HAVE, YOU KNOW, BALANCED THINGS WITH THE
24 CURRENT SITUATION, BUT, OBVIOUSLY, GOING FORWARD, WE WILL BE



July 14, 2021

1 PUTTING THOSE FULLY BACK INTO EFFECT. WE ARE HOLDING THEM TO
2 SOME, AS WELL, CURRENTLY.

3

4 **ALFREDO PEDROZA:** I WOULD LIKE TO SEE THAT AS PART OF THE
5 PRESENTATION WHEN THEY COME BACK IN SEPTEMBER SO WE KNOW THE
6 SAFEGUARDS THAT ARE IN PLACE PROTECTING MTC AND ALSO THE RATE
7 YOU PAYERS. THANK YOU VERY MUCH.

8

9 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU. I APPRECIATE THE
10 COMMENTS, AND LOOK FORWARD TO THE SEPTEMBER PRESENTATION. WE
11 DO HAVE A MEMBER OF THE PUBLIC RAISING A HAND TO SPEAK. SO,
12 WE'LL GO TO PUBLIC COMMENT. AND WE HAVE ALETA DUPREE, IF YOU
13 COULD UNMUTE YOURSELF TO SPEAK, PLEASE.

14

15 **SPEAKER:** THANK YOU. GOOD MORNING, CHAIR. ALETA DUPREE FOR THE
16 RECORD. SHE AND HER. THIS IS VERY IMPORTANT AND IT'S PART OF
17 THE BIG LIFT. WE NEED TO DO THIS. IT'S HARD ENOUGH BUILDING A
18 NEW ALL ELECTRONIC TOLLING PROGRAM, NOW WE HAVE TO HAVE A
19 SENSE OF CONTINUITY SO WE DON'T MAKE CHANGES MID-STREAM. TWO
20 YEARS IS GOING TO BUY US SOME TIME. CONDUENT IS AN EXPERIENCED
21 OPERATOR AND YES THE NUMBERS ARE LARGE BUT THE BUSINESS OF
22 BATA IS A BIG BUSINESS. I HAVE BEEN OUT ON THE BRIDGE A COUPLE
23 OF TIMES AND I HAVE SEEN PEOPLE. CERTAINLY WE WANT TO STAY ON
24 TOP OF THIS CONTRACT AND ENSURE THAT PEOPLE GET HIRED, AND
25 HAVE MEASURABLE ASPECTS TO IT. WE WANT TO KNOW WHAT'S GOING ON



July 14, 2021

1 SO, I THINK WE HAVE TO HAVE A YES VOTE ON THIS, SO WE CAN
2 CONTINUE TO HAVE UNINTERRUPTED ALL ELECTRONIC TOLLING ON THE
3 BRIDGES. THANK YOU.

4

5 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU. ANY OTHER MEMBERS OF
6 THE PUBLIC WISHING TO SPEAK? I DON'T SEE ANY MORE HANDS. SO
7 I'LL CLOSE PUBLIC COMMENT. MS. WARD, DID WE HAVE ANY WRITTEN
8 COMMENTS?

9

10 **CLERK OF THE BOARD:** I HAVE RECEIVED NOTHING IN WRITE FOR THIS
11 COMMITTEE. THANK YOU.

12

13 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU. THEN I WILL BRING THIS
14 BACK TO THE COMMITTEE FOR A MOTION AND A SECOND.

15

16 **FEDERAL D. GLOVER:** I'LL MOVE THE ITEM.

17

18 **DAVID RABBIT:** SECOND, RABBIT.

19

20 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU. WE HAVE A MOTION BY
21 COMMISSIONER GLOVER, SECOND BY COMMISSIONER RABBIT. ANY OTHER
22 DISCUSSION? IF NOT, COULD WE GET A ROLL CALL VOTE, PLEASE?

23

24 **CLERK OF THE BOARD:** [ROLL CALL VOTE] PASSES UNANIMOUSLY BY ALL
25 MEMBERS PRESENT.



July 14, 2021

1

2 **MARGARET ABE-KOGA, V. CHAIR:** THANK YOU VERY MUCH. WE'LL GO TO
3 ITEM SIX, PUBLIC COMMENT AND OTHER BUSINESS. I WOULD LIKE TO
4 ASK THE CLERK IF THERE WERE ANY PUBLIC COMMENTS RECEIVED BY
5 5:00 P.M. YESTERDAY, IF YOU COULD READ THE NAMES AND
6 ORGANIZATIONS INTO THE RECORD?

7

8 **CLERK OF THE BOARD:** THERE WERE NO WRITTEN PUBLIC COMMENTS
9 RECEIVED FOR THIS COMMITTEE, AND I DO HAVE ONE MEMBER OF THE
10 PUBLIC WITH THEIR HAND RAISED. ALETA DUPREE, IF YOU WOULD LIKE
11 TO GO AHEAD AND UNMUTE YOURSELF, MR. DUPREE. YOU HAVE TWO
12 MINUTES.

13

14 **SPEAKER:** THANK YOU, AGAIN, CHAIR ABE-KOGA. ALETA DUPREE FOR
15 THE RECORD, SHE AND HER. I SPEAK IN A GENERAL SENSE, A LOT
16 GOING ON I HAVE BEEN OVER THE BAY BRIDGE SEVERAL TIMES. I HAVE
17 BEEN ON A BUS SO WHILE I HAVEN'T GONE THROUGHOUT MAIN TOLL
18 PLAZA BECAUSE THE BUSES USE THE BYPASS LANE I SEE SIGNS UP
19 SAYING FASTRAK OR INVOICE. AS WE GO THROUGH THESE CHALLENGES
20 WE WANT TO GO TO FASTRAK SOME AGENCIES HAVE 90 TO INCENTIVE%
21 PLUS TRANSPONDER USAGE THE MORE PEOPLE WE CAN GET ON FASTRAK
22 THE LESS WE HAVE TO DEAL WITH INVOICING AND THE LIKELIHOOD
23 WE'LL HAVE SOME WAY TO INCENTIVIZE THE USE OF FASTRAK WE SEE
24 ON THE COAST DOING THAT. IN ON CLAYBOURNE AND PELL BRIDGE IN
25 RHODE ISLAND BE GOING TO AET IN OCTOBER WE DON'T WANT TOLL



July 14, 2021

1 PLAZA IS GOING TO COME DOWN AND THE AET WORK IS BEGINNING IN
2 OKLAHOMA A I THINK IT'S THE KILPATRICK TURNPIKE THAT WILL BE
3 BEGINNING AET THIS MONTH, AND THEN SOME WORK IN KANSAS AND
4 PENNSYLVANIA AND TOLL BOOTH DEMOLITION IN NEW YORK ON THE
5 THRUWAY. WE HAVE LOTS OF WORK TO DO. WE'RE LEADERS IN THIS.
6 LET'S MAKE IT HAPPEN AND SHOW THE WORLD WHAT WE'RE MADE OF.
7 THANK YOU.

8

9 **MARGARET ABE-KOGA, V. CHAIR:** WITH THAT, I DON'T SEE ANY MORE
10 HANDS. I'LL CLOSE ITEM SIX AND WE'LL GO TO ANNOUNCING OUR NEXT
11 MEETING OF THE BATA COMMITTEE, WILL BE ON WEDNESDAY SEPTEMBER
12 8TH, AT 9:35 P.M. -- I'M SORRY -- A.M. AND REMOTELY BY
13 WEBCAST, AND ANY CHANGES TO THE SCHEDULE WILL BE DULY NOTED TO
14 THE PUBLIC. WITH THAT WE'RE ADJOURNED. THANK YOU VERY MUCH.

15 [ADJOURNED]

16



Broadcasting Government