METROPOLITAN TRANSPORTATION COMMISSION

Meeting Transcript

METROPOLITAN TRANSPORTATION COMMISSION

BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE

WEDNESDAY, OCTOBER 13, 2021, 9:35 A.M.

AMY WORTH, CHAIR: GOOD MORNING. THIS IS AMY R. WORTH. I AM HERE AS CHAIR OF THE BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE WITH MY CO-CHAIR, MARGARET ABE-KOGA, AND I WOULD LIKE TO CALL THE MEETING TO ORDER, AND, PLEASE, I WOULD LIKE TO REQUEST THAT WE HAVE THE BROADCAST TEAM OF THE ANNOUNCEMENT. [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 ASSEMBLY BILL 361 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 RAISE 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.

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WRITTEN PUBLIC COMMENTS RECEIVED AT INFO@BAYAREAMETRO.GOV BY 5:00 P.M. YESTERDAY 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 SO. A ROLL CALL VOTE WILL BE TAKEN FOR ALL ACTION ITEMS. PANELISTS AND ATTENDEES SHOULD NOTE THAT THE CHAT FEATURE IS NOT ACTIVE. IN ORDER TO GET THE FULL ZOOM EXPERIENCE, PLEASE MAKE SURE YOUR APPLICATION IS UP-TO-DATE.

AMY WORTH, CHAIR: THANK YOU. I WOULD NOW LIKE TO REQUEST THAT, KIMBERLY, COULD YOU PLEASE CALL THE ROLL AND CONFIRM OUR QUORUM?

KIMBERLY WARD, CLERK: YES. GOOD MORNING. ABE-KOGA?

MARGARET ABE-KOGA, V. CHAIR: HERE.

KIMBERLY WARD, CLERK: CHAVEZ?

CINDY CHAVEZ: HERE.

KIMBERLY WARD, CLERK: EL-TAWANSY? EL-TAWANSY IS ABSENT. GLOVER?

FEDERAL D. GLOVER: HERE.

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KIMBERLY WARD, CLERK: MILEY? COMMISSIONER MILEY IS ABSENT. PAPAN?

GINA PAPAN: HERE.

KIMBERLY WARD, CLERK: RABBIT?

DAVID RABBIT: HERE.

KIMBERLY WARD, CLERK: RONEN? COMMISSIONER RONEN IS --

DIR. HILLARY RONEN: I'M HERE. SORRY.

KIMBERLY WARD, CLERK: THANK YOU. WORTH?

AMY WORTH, CHAIR: HERE.

KIMBERLY WARD, CLERK: THANK YOU. QUORUM IS PRESENT

AMY WORTH, CHAIR: THANK YOU. MAY I TURN TO THE PLEDGE OF ALLEGIANCE, AND TURN TO COMMISSIONER PAPAN WHO HAS TRADITIONALLY LED US IN THE PLEDGE. AND I KNOW THERE IS A FLAG IN THAT ROOM. SO WE KNOW IT'S THERE.

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GINA PAPAN: THERE IS. SORRY. LET ME RAISE EVERYTHING UP HERE FOR A SECOND. THANK YOU. [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 WORTH, CHAIR: THANK YOU, COMMISSIONER. OUR NEXT ITEM IS THE COMPENSATION ANNOUNCEMENT.

KIMBERLY WARD, CLERK: 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 WORTH, CHAIR: THANK YOU, KIMBERLY. I WOULD LIKE TO MOVE TO THE CONSENT CALENDAR AND ASK IF STAFF OR MEMBERS OF THE COMMITTEE OR THE PUBLIC HAS ANYTHING THEY WOULD LIKE TO REMOVE FROM THE CONSENT CALENDAR AND ASK KIMBERLY IF YOU HAVE RECEIVED ANY CORRESPOND?

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

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AMY WORTH, CHAIR: OKAY. WITH THAT I'LL ENTERTAIN A MOTION AND SECOND TO APPROVAL THE CONSENT CALENDAR.

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

DAVID RABBIT: SECOND BY COMMISSIONER RABBIT.

AMY WORTH, CHAIR: MOTION BY COMMISSIONER ABE-KOGA, AND SECOND BY COMMISSIONER RABBIT. MAY I PLEASE HAVE A ROLL CALL?

KIMBERLY WARD, CLERK: GLOVER?

FEDERAL D. GLOVER: YES. PAPAN?

GINA PAPAN: YES.

KIMBERLY WARD, CLERK: RONEN? AYE.

KIMBERLY WARD, CLERK: WORTH?

AMY WORTH, CHAIR: AYE.

KIMBERLY WARD, CLERK: PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT.

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AMY WORTH, CHAIR: THANK YOU. NEXT UP IS AGENDA ITEM 5A EQUITY ACTION PLAN UPDATE CONTRACT ACTION AND REFERRAL TO AUTHORITY REGARDING FASTRAK POLICY. I WOULD LIKE TO TURN TO STAFF TO INTRODUCE THIS ITEM.

LYSA HALE: FASTRAK EQUITY PLAN IS DESIGNED TO ADDRESS INEQUITIES IN CURRENT FASTRAK POLICIES. FIRST A RECAP OF WHAT I SHARED WITH YOU IN MAY. NEXT SLIDE. WE'RE FOCUSING ON REVIEW ON FOUR KEY AREAS. TOLL PAYMENT OPTIONS, GIVING EVERYONE ACCESS TO FLEXIBLE AND MANAGEABLE WAYS TO PAY. CUSTOMER EXPERIENCE, WHICH MEANS EVERYONE WILL HAVE A POSITIVE AND EQUITABLE EXPERIENCE, NO MATTER HOW THEY'RE INTERFACING WITH THE CUSTOMER SERVICE CENTER, COMMUNITY CONNECTIONS, OUR EFFORT TO MAINTAIN CONTINUOUS COMMUNICATION WITH OUR DIVERSE AUDIENCES ABOUT IMPROVEMENTS THAT WE MAKE TO FASTRAK POLICIES. AND ISSUE RESOLUTION, RESOLVING ISSUE IN A FAIR AND TIMELY WAY, EMPHASIZING WAYS WE CAN REDUCE DISPROPORTIONATE IMPACTS AS WE ENFORCE TOLL EVASION PENALTIES. NEXT SLIDE. IN OUR PREVIOUS MEETING WE SHARED OUR TIMELINE, YOU CAN SEE THAT WE'RE AT THE BEGINNING OF THE FOURTH QUARTER AND ARE TAKING STEPS TO IMPLEMENT OUR INITIAL ACTIONS. AS YOU CAN SEE OUR COMMUNITY AND STAKEHOLDER ENGAGEMENT WILL BE ONGOING AND KEY PART OF THE PLAN IS TO EVALUATE CHANGES THAT WE IMPLEMENT. NEXT SLIDE. WE'RE HERE TODAY TO TALK TO YOU ABOUT ACTIONS THAT

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ARE ALREADY EITHER UNDERWAY OR ARE PLANNED. YOU CAN SEE WE HAVE BROKEN DOWN ACTIONS INTO BATCHES. BATCH 1 AND 2 ARE WHAT WE WILL COVER TODAY. NEXT SLIDE. NOW I'M GOING TO GIVE YOU AN UPDATE ON OUR PROGRESS TO DATE. NEXT SLIDE. WE'RE LAUNCHING A MOBILE APP. THIS IS NOT AN APP TO PAY YOUR TOLLS. THIS APP WILL ENABLE CUSTOMERS TO PAY THEIR INVOICES AND VIOLATIONS, MAKE ONE-TIME PAYMENTS, SEE THEIR TRANSACTIONS AND MANAGE THEIR ACCOUNTS. WE PLAN TO ROLL THIS OUT IN THE FIRST QUARTER OF 2022. WE SEE THIS AS A SIGNIFICANT ENHANCEMENT TO THE CUSTOMER EXPERIENCE, AND WE WILL TRACK HOW MANY TIMES THE APP IS DOWNLOADED, AS WELL AS HOW MANY PAYMENTS ARE MADE THIS WAY. NEXT SLIDE. NEXT, IS MULTI-LANGUAGE RESOURCES. WE HAVE ALREADY TRANSLATED THE STATIC PAGES ON OUR WEB SITE, AND WE'RE WORKING ON TRANSLATING THE INTERACTIVE PAGES. FOR EXAMPLE, WHERE YOU GO TO MAKE A PAYMENT, OR WHAT YOU SEE WHEN YOU ARE LOGGED IN AND MANAGING YOUR ACCOUNT. WE HAVE PRODUCED SEVERAL VIDEOS THAT ARE CURRENTLY BEING TRANSLATED INTO SPANISH, CANTONESE, AND MANDARIN, AND WE'RE IN THE PROCESS OF TRANSLATING ALL OF OUR FORMS. NEXT SLIDE. WE NEED TO GET FEEDBACK FROM CUSTOMERS AND STAKEHOLDERS TO GUIDE SOME OF THE POLICY DECISIONS THAT WE ARE MAKING. WHAT POLICIES WILL BEST BENEFIT EQUITY PRIORITY COMMUNITIES. SO, WE'RE IN THE PROCESS OF PROCURING A COMMUNITY ENGAGEMENT CONSULTANT, AND WE WILL CONTINUE TO MEET WITH OUR PARTNERS TO DISCUSS OUR CURRENT AND FUTURE PLANS. NEXT SLIDE. NEXT, WE HAVE THREE PROPOSALS THAT

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WE WANT TO YOU CONSIDER BETWEEN NOW AND THE NOVEMBER BATA OVERSIGHT MEETING. WE WILL COME BACK AT THAT TIME AND ASK FOR YOUR FORMAL APPROVAL FOR THESE CHANGES. THE FIRST CHANGE IS TO REDUCE THE AMOUNT REQUIRED FOR A TAG DEPOSIT FROM $20 TO $5. THIS WILL MAKE OPENING A FASTRAK ACCOUNT MORE AFFORDABLE, AND WILL BRING THE DEPOSIT MORE IN LINE WITH THE ACTUAL COST OF THE TAGS THAT WE USE TODAY. NEXT SLIDE. THE SECOND CHANGE RELATES TO THE BALANCE AMOUNT REQUIRED TO OPEN A FASTRAK ACCOUNT. CURRENTLY, CREDIT CARD USERS ONLY NEED A $25 BALANCE TO OPEN AN ACCOUNT BUT THOSE PAYING WITH CASH OR CHECK WILL NEED A BALANCE OF $50. WE ARE PROPOSE TO REDUCE THAT AMOUNT TO $25 TO MATCH THAT OF WHAT IS REQUIRED OF CREDIT CARD USERS. NEXT SLIDE. FINALLY, WE WANT TO LET YOU KNOW ABOUT EFFORTS RELATED TO OUR CASH PAYMENT NETWORK. WE WANT TO OFFER MORE LOCATIONS WHERE PEOPLE CAN PAY INVOICES AND VIOLATIONS AND WHERE THEY CAN ADD FUNDS TO THEIR FASTRAK ACCOUNT. WE ARE HAPPY TO REPORT THAT WE HAVE ADDED MANY WAL-MART LOCATIONS TO THE CASH PAYMENT NETWORK AND ARE WORKING TO ADD MORE PARTICULARLY IN UNDERSERVED NEIGHBORHOODS. SECOND, NEXT MONTH, WE WILL BRING A FORMAL PROPOSAL TO ELIMINATE THE FEES THAT PEOPLE WILL NEED TO USE THE CASH PAYMENT NETWORK. CUSTOMERS WHO USE A CASH PAYMENT NETWORK LOCATION TODAY CURRENTLY PAY A FEE OF $1.95 TO RELOAD THEIR FASTRAK ACCOUNT AND $2.95 TO PAY A VIOLATION. THIS IS A DISPROPORTIONATE BURDEN ON CASH PAYING CUSTOMERS AND WE WOULD LIKE TO ELIMINATE IT. AS A REMINDER WE

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WILL BE COMING BACK NEXT MONTH FOR FORMAL ACTION ON THESE THREE ITEMS IN NOVEMBER. NOW I'LL TURN IT OVER TO BETH ZELINSKI WHO WILL ADDRESS VIOLATION PENALTIES. NEXT SLIDE.

BETH ZELINSKI: GOOD MORNING. BETH ZELINSKI WITH BATA STAFF. SO, TODAY, WE ARE REQUESTING THE COMMITTEE TO TAKE ACTIONS AROUND THE EQUITY PLAN TO REDUCE THE VIOLATION PENALTIES FOR BATA VIOLATIONS. AND WE ARE RECOMMENDING REDUCING THE FIRST NOTICE PENALTY FROM $25 TO $5, AND THE SECOND NOTICE PENALTY FROM $70 TO $15. AND WE ARE ALSO RECOMMENDING THIS REDUCTION BE RETROACTIVE TO JANUARY 1ST, 2021. IN JANUARY 2021, WE DID DEPLOY THE AET INVOICE PROCESS ON THE BATA BRIDGES, AND AROUND THIS PROCESS, A CUSTOMER RECEIVES A MONTHLY INVOICE WITH THEIR TOLL TRANSACTIONS DUE. IF THEY DO NOT PAY BY THE DUE DATE THE INVOICE ESCALATES TO A VIOLATION NOTICE. WHILE IN 2020 PENALTIES WERE SET TO ZERO DURING THE NOTICE WHEN AED WAS DEPLOYED IN JANUARY STANDARD PENALTIES WERE RE-ESTABLISHED. THIS RECOMMENDATION TODAY IS TO LOWER PENALTIES AS A RESULT OF EQUITY REVIEW HAS BEEN UNDERWAY THIS YEAR IN AN EFFORT TO REDUCE FINANCIAL IMPACTS OF THE TOLL ENFORCEMENT PROCESS WHILE IMPROVING THE PAYMENT AND PENALTY COLLECTION RATE. IN ADDITION PENALTY REDUCTIONS WE ARE RECOMMENDING ACTIONS RELATED TO THE DMV HOLDING COLLECTION PROCESS. SENDING UNPAID VIOLATION NOTICES TO DMV HOLD AND COLLECTIONS IS THE FINAL STEP IN THE PROCESS TO ENSURE THAT WE COLLECT ALL TOLL REVENUE OWED. SINCE

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1 MARCH 2020, WE PAUSED SENDING THE UNPAID VIOLATIONS TO DMV
2 HOLD AT THE OUTSET OF THE PANDEMIC, AND UNTIL THE CSC
3 OPERATIONS HAD BETTER CAPACITY TO HANDLE INCOMING INQUIRIES OR
4 DISPUTES THAT ARISE RELATED TO DMV HOLDS AND COLLECTIONS
5 PERFORMANCE HAS IMPROVED AND CALL WAIT TIMES HAVE COME DOWN
6 NOW WE'RE RECOMMENDING THAT THE BACKLOG OF 20 CASHLESS NOTICES
7 BE SENT TO THE DMV HOLDING COLLECTIONS. AGAIN, THESE NOTICES
8 DID NOT HAVE A PENALTY ON THEM FOR CASHLESS NOTICE, THERE IS A
9 PROCESS TO SEND THE NOTICE FOR TOLL ONLY, A LETTER AND THEN
10 FIRST AND SECOND NOTICE HAS BEEN REQUIRED BY STATUTE SENDING A
11 SECOND NOTICE. COMPLETED OVER SPRING AND SUMMER THESE ARE NOW
12 ELIGIBLE. FOR 2020 VIOLATIONS WE RECOMMEND PRODUCING UNPAID
13 PENALTIES TO $15 IN ACCORDANCE WITH THE RETROACTIVE PENALTY
14 POLICY BEING PROPOSED TODAY FOR UNPAID VIOLATIONS SINCE
15 JANUARY WE ARE PROPOSING TO WAIT TO SEND THESE TO DMV HOLD
16 UNTIL WE FURTHER REVIEW THE POLICIES RELATED TO EQUITY
17 CONSIDERATIONS. INCLUDING THE FEED FEASIBILITY OF IMPLEMENTING
18 PAYMENT PLANS. WE WILL COME BACK TO THE COMMITTEE WITH
19 RECOMMENDATIONS FOR COMMITTEE ACTION AND A TIMELINE FOR
20 SENDING THESE 2021AET VIOLATIONS DMV HOLD. FOR VIOLATION
21 PENALTIES THAT HAVE BEEN PAID SINCE JANUARY 2021, AFTER WE
22 REDUCE THE PENALTY TO THE NEW -- TO THE NEW PENALTY AMOUNT, WE
23 WOULD REFUND ANY OF THE EXCESS AMOUNT PAID, AND WE WOULD BE
24 SETTING UP A REFUND CLAIM PROCESS. NEXT SLIDE. NEXT SLIDE,
25 PLEASE. SO, FOR TODAY'S ACTIONS, THAT WE ARE REQUESTING FROM

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THE COMMITTEE, IN SUPPORT OF THE EQUITY PLAN, WE'RE REQUESTING THAT THE COMMITTEE REFER RESOLUTION 52, THE FASTRAK CUSTOMER SERVICE CENTER POLICIES, TO THE AUTHORITY FOR APPROVAL TO REDUCE THE BATA FIRST NOTICE PENALTY TO $5, AND THE SECOND NOTICE PENALTY TO $15 RETROACTIVE TO JANUARY 1ST, 2021. NEXT SLIDE. THE OTHER ACTION TODAY IS TO AUTHORIZE THE EXECUTIVE DIRECTOR TO ENTER INTO A CONTRACT CHANGE ORDER WITH CONDUENT STATE AND LOCAL SOLUTIONS IN AN AMOUNT NOT TO EXCEED $200,000 FOR INITIAL WORK TO SUPPORT THE PENALTY REDUCTION. INCLUDING SYSTEM CHANGE AND TESTING WEB SITE AND CORRESPONDENCE UPDATES AND TO START THE DEVELOPMENT OF THE REFUND PROCESS. WE ANTICIPATE THAT THE NOTICES WITH THE REDUCED PENALTIES WILL START BEING SENT ON DECEMBER 1ST. AND WE ANTICIPATE THE REFUND AND CLAIM PROCESS TO BEGIN SOMETIME IN DECEMBER. AND WE DO EXPECT IT WILL TAKE SEVERAL MONTHS TO COMPLETE THOSE REFUNDS. AND WITH THAT, I WOULD LIKE TO TURN IT BACK TO LYSA TO DISCUSS FUTURE EQUITY ACTION PLANS.

LYSA HALE: NEXT SLIDE PLEASE. SO, IN TERMS OF FUTURE ACTIONS, LET'S GO TO THE NEXT SLIDE. WE WILL CONTINUE TO LOOK AT POLICIES THAT CAN BE CHANGED TO MAKE FASTRAK MORE EQUITABLE. FOR EXAMPLE, WE WILL BE LOOKING AT WAYS TO REFINE THE INVOICE AND VIOLATION PROCESS. WE WILL ALSO LOOK AT ALTERNATIVE COLLECTION METHODS, INCLUDING PAYMENT PLANS. WE WANT TO ACCEPT NEW PAYMENT SITES SUCH AS VENMO WE ALSO WANT TO PROVIDE

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INCENTIVES FOR PEOPLE TO PAY. WE WON'T KNOW FULLY WHAT THE CHANGES RELATED TO THESE TOPICS MIGHT LOOK LIKE UNTIL WE HAVE COMPLETED AN ASSESSMENT TO ANALYZE THE ALTERNATIVES. NEXT SLIDE. WE WILL COME BACK IN NOVEMBER TO ASK FOR YOUR APPROVAL TO REDUCE THE TAG DEPOSIT, TO REDUCE THE OPENING BALANCE REQUIREMENT FOR CASH CHECK PAYING CUSTOMERS AND TO ELIMINATE CASH PAYMENT NETWORK FEES. EVALUATION OF OUR EFFORTS OVER TIME IS IMPORTANT TO THE DETRIMENT OF OUR SUCCESS, WE PLAN TO HAVE A COMMUNITY ENGAGEMENT CONSULTANT ON BOARD SOON TO HELP US REACH OUT TO EQUITY PRIORITY COMMUNITIES AND WE WILL CONTINUE OUR POLICY REVIEW. WE WILL BE BACK WITH A QUARTERLY UPDATE IN JANUARY WITH THE STATUS OF OUR COMMUNITY ENGAGEMENT EFFORTS. AS WELL AS THE WORK WE'RE DOING ON THESE INITIAL ACTIONS. AND THE UPCOMING ONES. WITH THAT, WE'RE HAPPY TO TAKE YOUR QUESTIONS. THANK YOU VERY MUCH.

AMY WORTH, CHAIR: FIRST OF ALL, BETH AND LISA, AND ALL YOUR TEAM WHO HAS WORKED SO HARD ON THIS, I REALLY WANT TO THANK YOU FOR BRINGING THIS FORWARD. THIS IS SUCH A HIGH PRIORITY FOR ALL OF US, AND IT'S GREAT TO SEE REAL ACTION BOTH NEW AND MOVING FORWARD IN THE FUTURE. JUST WANT TO THANK YOU FOR THOSE REPORTS AND MATERIALS SENT. FIRST, WE HAVE OUR COMMISSIONERS WHO WOULD LIKE TO MAKE SOME COMMENTS, WE'LL START WITH COMMISSIONER RONEN AND COMMISSIONER JOSEFOWITZ.

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DIR. HILLARY RONEN: THANK YOU, CHAIR WORTH. I WANT TO START OFF BY THANKING STAFF SO MUCH FOR THESE CHANGES. IT'S SO NEEDED AND OWE OVERDUE, AND I THINK, REALLY REFLECTS US, NOT JUST TALKING ABOUT EQUITY, BUT IMPLEMENTING EQUITY. AS THEY SAY, IT'S VERY EXPENSIVE TO BE POOR, AND WE ARE REFLECTING THAT IN THIS POLICY. SO THANK YOU VERY MUCH FOR YOUR WORK. VERY EXCITED ABOUT THIS. THE ONLY ADDITIONAL COMMENT I HAD IS, WE HAVE, YOU KNOW, SOME WAYS TO GO, STILL, TO DO EVERYTHING WE CAN IN OUR POWER TO MAKE IT EASY, AND REFLECT THE REALITIES OF PEOPLE'S LIVES IN PAYING ANY TOLL DEBT. SO I'M HOPING WE CAN, SOONER RATHER THAN LATER, HAVE OPTIONS ABOUT HOW WE'RE GOING TO MAKE IT EASY AND CONVENIENT, AND REFLECT THE REALITIES THAT SOMETIMES PEOPLE CAN'T PAY A LUMP SUM DEBT IN FULL, BUT NEED A PAYMENT PLAN THAT WORKS WITH THEIR LIVES. IF WE CAN HAVE THAT SOONER RATHER THAN LATER, THAT WOULD BE GREAT. BUT I JUST WANTED TO REALLY THANK THE STAFF FOR THEIR HARD WORK ON THIS AND LET YOU KNOW HOW EXCITED I AM ABOUT THIS NEW POLICY.

AMY WORTH, CHAIR: GREAT. THANK YOU, COMMISSIONER. AND WHAT WE'LL DO IS, WE'LL TURN BACK TO STAFF AT THE END OF THE COMMISSIONER COMMENTS TO MAYBE HIGHLIGHT AND PROVIDE INSIGHT INTO QUESTIONS THAT COME UP. GREAT. COMMISSIONER JOSEFOWITZ, PAPAN, THEN OUR CHAIR PEDROZA

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NICK JOSEFOWITZ: THIS IS SOMETHING I HAVE BEEN TALKING ABOUT FOR A WHILE BOTH IN THESE MEETINGS AND IN CONVERSATIONS WITH STAFF. I WANT TO THANK, LISA, CAROL, ANDY, BRIAN, KATHLEEN, AND THERESE, ESPECIALLY THERESE, WHO KIND OF SUFFERED THROUGH ME, YOU KNOW, KIND OF TAKING UP FOR TOO MUCH OF THEIR TIME ON THESE ISSUES, AS WELL AS AMY AND ALFREDO, AND I THINK REDUCING THIS FINE LEVEL TO A MUCH MORE REASONABLE AMOUNT IS JUST A HUGE STEP FORWARD. AND, YOU KNOW, MOVING AWAY FROM THIS PARADIGM, WHERE IF YOU MISS A SIX THERE TOLL, YOU MIGHT HAVE TO PAY A 70 THERE FINE, IS JUST A TREMENDOUS STEP FORWARD FOR HOW WE ARE BUILDING A MORE EQUITABLE TOLLING SYSTEM. I THINK THAT'S REASONABLE CHANGES THAT WE HAVE CONTEMPLATED FOR THE IMMEDIATE FUTURE. I ALSO WANT TO REITERATE WHAT COMMISSIONER RONEN SAID. I THINK MOVING FORWARD IN THE FUTURE WITH PAYMENT PLANS IS GOING TO BE INCREDIBLY IMPORTANT. BECAUSE SOMETIMES PEOPLE CAN ACCRUE REALLY LARGE FINES AND FEES, SOMETIMES AT $50 A BUNCH AND WE KNOW LOW-INCOME PEOPLE STRUGGLE TO PAY 100 OR 100 $50 BILL, OR IF THEY HAVE TO PAY IT IN ALL ONE LUMP SUM. I THINK MOVING FORWARD WITH IMPROVED NOTIFICATION SYSTEMS SO THAT CAN MOVE AWAY FROM PAPER, FEWER AND FEWER PEOPLE ARE, KIND OF, COMMUNICATE WITH LETTERS THESE DAYS AND MORE AND MORE PEOPLE ARE ON TEXT MESSAGES OR E-MAIL, OR' WHAT'S APP, OR WHATEVER IT IS, I BELIEVE WE WILL HAVE A BETTER CUSTOMER EXPERIENCE WITH PAYING DEBTS. AND ONE OTHER THING I WOULD LIKE TO CONTINUE TO EXPLORE IS THE OPPORTUNITY TO REDUCE FINES AND

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FEES FURTHER FOR LOW-INCOME FOLKS. BECAUSE I THINK, YOU KNOW, IF THERE IS -- THERE'S, SORT OF, A REALLY WELL ESTABLISHED CONCEPT WITH TRAFFIC TICKETS, WHICH TOLL VIOLATIONS ARE NOT TOO DISSIMILAR TO, THAT YOU CAN GO TO COURT, AND IF THERE IS A -- IF YOU NEED TO MAKE HARDSHIP CLAIMS OR IF YOU ARE LOW-INCOME, THEY CAN MAKE A DETERMINATION TO PAY, THERE IS AUTOMATED PROCESSES. THOSE ARE THINGS WE'RE WORKING ON IN THE FUTURE BUT I'M EXCITED ABOUT ALL OF THE WORK STAFF HAS DONE WALKING SO HARD, AND SUFFERING THROUGH MY BADGERING TO MAKE THIS HAPPEN.

AMY WORTH, CHAIR: THANK YOU. YOU ARE AN ADVOCATE FOR WHAT'S COMING FORWARD TODAY. THANK YOU. COMMISSIONER PAPAN?

GINA PAPAN: THANK YOU VERY MUCH, MADAM CHAIR, DITTO EVERYTHING ALL THE OTHER COMMISSIONER SAID. THIS WAS A LOT OF HARD WORK AND NICK PUSHED IT ALONG. THANK YOU. IF WE HAD A MACHINE, WE WILL HAVE IT GOING RIGHT NOW. THE SUCCESS OF THIS IS GOING TO DEPEND ON THE DATA WE RECEIVE, SO, I HOPE WE ARE TRACKING THIS DATA THROUGHOUT, HOW MUCH OF THE EQUITY PRIORITY COMMUNITIES WE ARE ABLE TO REACH, HOW WE REACH THEM, I THINK, IS GOING TO BE SO SIGNIFICANT AS WOE PROGRESS DOWN THIS PATH. ALSO, THERE WAS A DISCUSSION ON THE EASY AND CONVENIENT PART OF THIS. HOW WILL PEOPLE ACTUALLY FIND OUT WHERE THESE MACHINES ARE? YOU MENTIONED, WELL, IS THIS INFORMATION READILY AVAILABLE, WILL

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IT BE AT THE WALGREENS? WILL IT BE AT THE LOCATIONS WE'RE SEEKING OUT? SECONDARILY, YOU ALSO MENTIONED NEW METHODS LIKE VENMO AND OTHERS, HOPEFULLY THERE AREN'T FEES ATTACHED TO THOSE, BUT ANY WAY WE CAN MAKE THOSE CONVENIENT IS VERY, VERY IMPORTANT HERE. SO I THINK THAT'S ABOUT IT. OH, ONE FINAL QUESTION HERE, TOO, WE WANT TO MAKE SURE THIS BENEFITS THE RIGHT PEOPLE, BUT NOR DO WE REALLY WANT -- OFFENSE TO ANY FERRARI DRIVERS, BUT WE DON'T WANT TO REWARD BAD BEHAVIOR FOR THOSE WHO WANT TO BLOW RIGHT THROUGH HERE, BUT ARE WE DISTINGUISHING IN ANY WAY SOME PEOPLE JUST BEHAVING BADLY? WE DON'T WANT THAT TO HAPPEN. WE WANT THIS STRATEGIC AND WANT IT TO HELP THOSE WHO NEED IT THE MOST

AMY WORTH, CHAIR: THANK YOU FOR THOSE QUESTIONS. AND WE'LL GET ALL OUR ANSWERS AT THE END OF COMMENT. SO, YES, CHAIR PEDROZA?

ALFREDO PEDROZA: THANK YOU CHAIR WORTH AND AGAIN I ECHO COMMENTS FROM FELLOW COMMISSIONERS AND THANKS TO STAFF. ONE OF THE THINGS I'M INTERESTED IN -- AND THIS IS THE RIGHT THING TO DO FOR MANY IN CHAIR TODAY, IN DELIVERABLES, GETTING PEOPLE TO ENROLL IN FASTRAK IS CRITICAL I LIKE WHAT WE'RE DOING WITH THE KNOTS AND BALANCE FROM 20 TO 25, I THINK THAT IS GOOD I THINK WE NEED TO DO MORE IN THAT SPACE AND TRY TO PROVIDE AS MUCH OF ENOUGH AS WE CAN TO GET FOLKS TO USE FASTRAK FOR ALL THE RIGHT REASONS. SO, AGAIN, IN MEASURING THAT. BUT IN TERMS OF

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REDUCING FEES, AGAIN, RIGHT THING TO DO, BUT THOSE OF US IN MUNICIPAL GOVERNMENT, WE LOOK AT COST RECOVERY. THAT'S A MEASUREMENT WE HAVE. AT SOME POINT WE NEED TO LOOK AT, WHAT IS THE COST TO THIS AGENCY TO DO THE INVOICING AND MONITOR, SO THAT WAY THERE IS A BASELINE OF WHAT WE CAN REDUCE FEES TO. AND IT'S A REAL MEASURE. SO, IF WE SAY THAT THIS IS NOT ENOUGH, AND WE WANT TO DO SOMETHING FURTHER, I THINK WE NEED TO KNOW WHAT THAT COSTS TO THIS AGENCY IS SO THAT WE HAVE A BASELINE CONDITION, WE CAN SAY THIS IS THE RIGHT THING TO DO GOING FORWARD, I SUPPORT THE PAYMENT PLAN BUT I THINK WE NEED TO DO SOME OF THE HOMEWORK AROUND WHAT IT COSTS THE ORGANIZATION TO DO THE INVOICING. SO, AGAIN, THANK YOU STAFF FOR DOING THIS.

AMY WORTH, CHAIR: THANK YOU, CHAIR. AND NOW TURNING TO VICE CHAIR ABE-KOGA?

MARGARET ABE-KOGA, V. CHAIR: THANK YOU CHAIR AND STAFF. REALLY EXCITED ABOUT THE PROPOSALS HERE. I ECHO WHAT OTHER COMMISSIONERS HAVE SAID. I JUST HAVE A VERY SMALL QUESTION. I BELIEVE LANGUAGE ACCESS IS MORE AND MORE IMPORTANT, AS WE HAVE SUCH A DIVERSE COMMUNITY, AND APPRECIATE THE SPANISH AND CHINESE, BUT, IN THE FUTURE, I'M WONDERING IF THERE WILL BE OPPORTUNITIES TO EVEN EXPAND ON THAT?

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AMY WORTH, CHAIR: OKAY. TERRIFIC. AND, TURNING NOW TO -- THANK YOU, COMMISSIONER. TURNING NOW TO COMMISSIONER CHAVEZ, AND THEN COMMISSIONER GLOVER.

CINDY CHAVEZ: THANK YOU. AND THANK YOU TO STAFF. THIS IS REALLY EXCITING. YOU KNOW, ONE OF THE QUESTIONS THEY HAVE IS THAT, AS I'M LOOKING AT THE REPORT, AND I JUST WANT TO BETTER UNDERSTAND THE USAGE, THE FLEXIBILITY OF THE USAGE OF THE APP. AND THE REASON I'M ASKING THE QUESTION IS THAT, AS DO YOU MORE OUTREACH, I'M JUST WONDERING ABOUT THE FLEXIBILITY OF THE APP, AND I'M INTERESTED IN PAYMENT PLANS.

AMY WORTH, CHAIR: GREAT. THANK YOU. AND I SEE THE FINAL HAND, COMMISSIONER GLOVER?

FEDERAL D. GLOVER: THANK YOU, ALL, THIS IS WONDERFUL. YOU KNOW, IT'S JUST REFLECTIVE OF WHAT MY THOUGHT HAS BEEN FOR THE LAST COUPLE OF YEARS, AND THAT'S IF WE START WITH AN EQUITY LENS WHEN WE SET DIFFERENT POLICIES, WE WON'T HAVE TO GO BACK AND REDO IT, SO I WOULD SUGGEST THAT THE MODEL THAT WE FOLLOW AND TRY TO MAKE SURE THAT WE'RE -- HAS THAT LENS IN PLACE WHEN WE MAKE OUR DECISIONS, WE'RE GOING TO BE BETTER SERVED IN MAKING SURE THAT THOSE COMMUNITIES ARE INCLUDED UP IN OUR POLICY MAKING. SO, THANK YOU, AGAIN, STAFF, FOR ALL THE GREAT WORK, AND COMMISSIONER JOSEFOWITZ, I NOTED YOU HAVE BEEN

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PUSHING THIS, ALONG WITH COMMISSIONER RONEN. SO I JUST WANTED TO THANK EVERYONE FOR THE GOOD WORK HERE. AND, AGAIN, THAT STARTS WITH THE EQUITY LENS IN PLACE WHEN WE'RE DOING -- WHEN WE'RE CHANGING POLICIES AND MAKING NEW POLICIES. THANK YOU.

AMY WORTH, CHAIR: THANK YOU. THANK YOU -- THANK YOU, COMMISSIONER. AND I WANTED TO -- BEFORE WE TAKE PUBLIC COMMENT, I WANT TO TURN TO STAFF, IF YOU COULD PROVIDE INSIGHT INTO SOME OF THE POINTS AND QUESTIONS THAT WERE RAISED BY COMMISSIONERS?

THERESE MCMILLAN: WHY DON'T I START. THERESE MCMILLAN, EXECUTIVE DIRECTOR, AND THEN ANDY AND THE STAFF CAN PERHAPS BRING UP SOME OF THE MORE SPECIFIC QUESTIONS, FOR EXAMPLE, WHAT COMMISSIONER ABE-KOGA BROUGHT UP, JUST AS AN OVERVIEW. I THINK YOU ALL HAVE REITERATED AND CERTAINLY UNDERSTOOD THAT THIS IS A FIRST STEP. A HUGELY IMPORTANT FIRST STEP, PARTICULARLY WITH THE REDUCTION IN FEES. BUT WE AS STAFF ACKNOWLEDGE AND COMMIT TO A FOLLOW UP FOR A NUMBER OF ISSUE US THAT RAISED. AND I TOTALLY HEAR THE URGENCY PIECE OF THAT, AND OF COURSE, WE'LL WRAP THAT IN. WHAT I WOULD NOTE, A COUPLE OF THINGS THAT ARE IMPORTANT, ARE, SORT OF, WRAP AROUND CONCEPTS. COMMISSIONER PAPAN HIT THE NAIL ON THE HEAD ON A CRITICAL ISSUE WHICH IS IDENTIFYING THE RIGHT PEOPLE THAT WE ARE TRYING TO HELP. THAT'S NO SMALL TASK, AND THAT IS SOMETHING THAT IN

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ORDER FOR US TO GET THIS RIGHT, THAT IS A STEP WE NEED VERY CAREFULLY, THOUGHTFULLY EXPLORE, AND FIND WAYS TO IDENTIFY THE FOLKS, AGAIN, THAT WE ARE TRYING TO HELP, WHO ARE TRULY LOW-INCOME, WHO ARE TRULY BURDENED, YOU KNOW, THAT WE NEED TO HAVE SPECIFIC OUTREACH TO, AND THE LIKE. SO, THAT'S JUST AN EXAMPLE OF ONE OF THE ISSUES THAT WE NEED TO DIVE MORE DEEPLY INTO IN TERMS OF COMING, PERHAPS, WHERE WE'RE -- WHY WE'RE NOT THERE RIGHT NOW, AND HOW WE HAVE GET THERE. THE SECOND THING I WANT TO REITERATE AGAIN, IS THE CRITICAL IMPORTANCE, AS CHAIR PEDROZA HIGHLIGHTED, ABOUT MOVING AS MANY PEOPLE AS WE CAN OUT OF THE INVOICING POPULATION, INTO THE FASTRAK POPULATION, BECAUSE BEING ABLE TO HAVE SOMETHING WHERE THERE IS SOME AUTOMATIC PAYMENT, AND ACKNOWLEDGING THAT CAN BE TOUGHER FOR FOLKS WHO DON'T HAVE A CONNECT, AND ACKNOWLEDGING ALL OF THAT, THE BEST WAY THAT WE CAN GET THOSE FOLKS INTO OTHER SITUATION, JUST BY DEFINITION THAT'S GOING TO BE EASIER FOR THEM, MORE PREDICTABLE, AND PROBABLY AVOID, TO SOME DEGREE, THE -- WHAT WE HAVE SEEN WITH THE INVOICING, WHICH IS INCREASED PENALTIES AND TOLL VIOLATIONS THAT WOULD BE ATTACHED. THESE WORK IN TANDEM, SUPER IMPORTANT, AND CERTAINLY WE HAVE HIGHLIGHTED THAT BEFORE, AND JUST WANT TO REITERATE. SO JUST ADDRESSING SOME OF THE KIND OF BROAD COMMENTS, WE APPRECIATE THAT YOU APPRECIATE, THE COMPREHENSIVE PORTFOLIO WORKING IN THIS SPACE, COMMISSIONER, AGAIN, THE EQUITY LENS WE ARE REALLY TRYING WITH THE PLATFORM YOU HAVE ADOPTED FOR US AND WE APPRECIATE YOUR

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SUPPORT AS WE CONTINUE. SOME SPECIFIC POINTS, CHAIR WORTH IF WE WANT TO HAVE SOME INITIAL REACTION, WE CAN.

AMY WORTH, CHAIR: THAT WOULD BE REALLY HELPFUL. I TOOK SOME NOTES OF THEM, AND I AM SURE STAFF DID TOO.

ANDREW FREMIER: COMMISSIONER WORTH, IF YOU DON'T MIND, ANDY FREMIER, DEPUTY DIRECTOR BAY AREA TOLL AUTHORITY, I WOULD BE HAPPY TO ANSWER AND I BELIEVE LYSA WILL BE PREPARED TO ANSWER AND FINISH AFTER I'M DONE. WITH THE CONSIDERATION IN DISCUSSION OF THE COMMISSION CERTAINLY WE ARE TRYING TO FIND THE SWEET SPOT THAT ENSURING WE ARE DOING DUE DILIGENCE TO COLLECT THE TOLL WHICH IS VITAL AS YOU WILL LEARN IN THE NEXT PRESENTATION. CUSTOMER EXPERIENCE PROCESS IS AS EASY AS POSSIBLE AND REPRESENTING THE RIGHT AMOUNT OF STRUCTURE ASSOCIATED WITH NOT ONLY THE BRIDGE TOLLS AND THE EXPRESS LANE ENVIRONMENT, GOING FROM 70 TO $15 REALLY BE RELIEVES THE BURDEN OF ANY SIGNIFICANT PENALTIES THAT WILL SHOW UP AT DMV FOR THE MAJORITY OF PEOPLE, AND GIVING THE CHANCE FOR THE NEXT GROUP OF PEOPLE THAT WE'RE GOING TO TALK ABOUT, GETTING BY DAY-TO-DAY COMPLICATES THE LENS, BUT THIS REDUCES THE PRESSURE ON PEOPLE TO PAY A PENALTY AND FOCUSES ALL THE ENERGY ON HOW TO COLLECT THE PROPER TOLL WHILE WE WORK ON THESE OTHER ITEMS. I AM HAPPY TO HEAR THE COMMENTS YOU GUYS GAVE US, AND I THINK THIS STRUCTURE FOR JOINING THE PROGRAMS, AND, YOU KNOW,

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RESOLVING PENALTIES IS GOING A LARGE WAYS TOWARD MEETING THOSE GOALS. AS COMMISSIONER PEDROZA MENTIONED WE ARE EVALUATING TOOLS THAT MAKE SENSE FOR US TO GET PEOPLE INTO FASTRAK BECAUSE THAT IS BY FAR AND AWAY THE BEST PROGRAM FOR US TO COLLECT TOLLS EFFICIENTLY. AS YOU ALL KNOW, ON THE GOLDEN GATE BRIDGE THERE IS A DIFFERENTLY THAT COVERS THE COST OF MANAGING INDIVIDUAL PAYMENT, AND THAT REQUIRES SOME ACTION AND SOME THOUGHT BY STAFF TO PRESENT TO YOU TO APPROVE, AND SO WE DO PLAN TO BRING THAT FORWARD IN THE COMING MONTHS. AND WE DO THINK THAT THIS, MAKING IT MORE TRANSPARENT, THAT IF YOU DO JOIN FASTRAK, THEN THE PENALTIES ARE A THING OF THE PAST, AND WE ARE REALLY JUST FOCUSING ON COLLECTING THE TOLL. AND I KNOW THAT THAT'S BEEN PART OF OUR POLICY, BUT THE CONCERN IS, IT'S NOT TRANSPARENT ENOUGH. SO THIS OUTREACH, WORKING ON OUR WEB SITE, AND THE PAYMENT METHODS ARE ALL DESIGNED TO GET FOLKS TO ENROLL IN FASTRAK AS MUCH AS POSSIBLE. WE ALSO AGREE THAT COST ANALYSIS OF VARIOUS THINGS IS VERY IMPORTANT SO WE UNDERSTAND WHAT THE EFFECTS ARE OF THESE CHANGES. THE BIG STRENGTH IN OUR AUTHORITY IS REALLY THE DMV HOLD, AND I KNOW THAT CAUSES CONCERNS FOR FOLKS IF THERE IS A LARGE PENALTY ASSOCIATED WITH IT. BUT WITH THE PENALTY REDUCTION GOING DOWN OUR IMPACT ON SOMEBODY BEING ABLE TO GET REGISTRATION IS MUCH LESS OF THE TOLL PENALTY DECISION ASSOCIATED WITH REGISTERING THEIR CAR. I'M EXCITED ABOUT YOUR INTEREST IN OUR PROGRAM AND PROUD OF THE WORK FOLKS HAVE DONE BRINGING THESE THINGS FORWARD AND

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LOOKING FORWARD TO FEEDBACK ON HOW WE'RE DOING. AND LYSA, IF YOU COULD TALK ABOUT THE PUBLIC OUTREACH PIECE IN PARTICULAR, CHAIR'S CONCERN OVER THE LANGUAGE AND OTHER COMMENTS BROUGHT UP BY COMMISSIONERS.

LYSA HALE: I SEE A HAND UP.

AMY WORTH, CHAIR: PAPAN.

GINA PAPAN: I WANT TO MAKE SURE PEOPLE AREN'T VICTIMIZED TWICE HERE, IF SOMEONE'S CAR IS STOLEN, AND THEIR BRIDGE TOLL -- DO WE HAVE SOMETHING IN PLACE WHERE THEY'RE PROTECTED IF SOMEBODY CROSSES A BUNCH OF BRIDGES DURING THAT TIME? I WANT TO MAKE SURE THERE IS SOMETHING IN THERE WHERE PEOPLE ARE NOT VICTIMIZED TWICE. THANK YOU.

AMY WORTH, CHAIR: THANK YOU. AND WE'LL ANSWER THAT QUESTION, TOO, DURING THE COURSE OF THE COMMENTS. THANK YOU, LYSA.

LYSA HALE: I'LL JUMP IN. I DID TAKE NOTES, BUT COMMISSIONER WORTH, I KNOW YOU DID ALSO, THERE WERE LOTS SO PLEASE CHECK ME IN CASE I MISS ANY. COMMISSIONER RONEN, YOU MADE A NUMBER OF COMMENTS, AND INCLUDED THE REQUEST TO HAVE PAYMENT PLANS. SEVERAL COMMISSIONERS MENTIONED THIS. AND AS I MENTIONED IN THE PRESENTATION, THIS IS ABSOLUTELY ONE OF THE THINGS THAT

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WE'RE GOING TO BE LOOKING AT. WE ARE NOT ENTIRELY SURE EXACTLY HOW TO SETUP A PAYMENT PLAN, THE MECHANISMS INVOLVED IN SETTING UP A PAYMENT PLAN, BUT THIS IS ABSOLUTELY SOMETHING THAT WE'RE TAKING A LOOK AT. COMMISSIONER PAPAN MENTIONED THE SUCCESS OF THE PROGRAM DEPENDS ON DATA. AND THAT'S WHY WE WILL BE ESTABLISHING BASELINES, SO, FOR EXAMPLE, I GAVE THE APP, AS AN EXAMPLE, WE CAN TRACK HOW MANY PEOPLE HAVE DOWNLOADED THE APP, AND WE CAN TRACK HOW MANY PEOPLE ARE MAKING THEIR PAYMENTS THROUGH THE APP. SO THAT'S JUST AN EXAMPLE OF HOW WE'LL BE ABLE TO TELL HOW SUCCESSFUL THAT PARTICULAR STRATEGY IS. THERESE ALSO COMMENTED ON REACHING EQUITY PRIORITY COMMUNITIES. SO, I'M ACTUALLY WORKING, RIGHT NOW, ON SECURING A CONSULTANT TO HELP US REACH OUT TO THE PEOPLE WHO WOULD BE MOST AFFECTED, WHO ARE MOST AFFECTED BY THE POLICIES OF THE FASTRAK PROGRAM. I DON'T KNOW IF YOU ARE AWARE OF THIS, BUT WE ACTUALLY HAVE A BENCH OF WHAT WE CALL EQUITY CONSULTANTS AND THESE ARE CONSULTANTS WHO ALL HAVE EXPERIENCE WORKING IN THIS FIELD IN LOOKING AT THE VARIOUS TASK IN FRONT OF THEM, WITH AN EQUITY LENS, AS COMMISSIONER GLOVER MENTIONED. SO WE'RE PLANNING TO BRING ON A CONSULTANT. WE'RE HOPING SOMEBODY FROM THE BENCH, OR SOMEBODY SIMILAR TO THEM WHO HAS THAT EXACT EXPERIENCE. SO, I CAN ASSURE YOU THAT THAT IS DEFINITELY SOMETHING THAT WE'RE PLANNING. IN TERMS OF HAVING ACCESS TO THE CASH PAYMENT NETWORK, THE QUESTION WAS, "HOW WILL PEOPLE FIND OUT ABOUT IT?" SO WE DO PROMOTE EVERYTHING OUR WEB SITE

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AND PROMOTE EVERYTHING THROUGH OUR SOCIAL MEDIA. ANOTHER THING WHERE WE LET PEOPLE KNOW ABOUT THE CASH PAYMENT NETWORK WE SEND OUT NEWS RELEASES AND PUBLIC THINGS ON THE BATA SOCIAL MEDIA AND ON THE MTC WEB SITE. THOSE ARE ALL CHANNELS THAT WE USE TO GET OUT THE MESSAGES FOR ALL THE VARIOUS CHANGES THAT WE'RE MAKING. AND ANOTHER QUESTION WAS, "WILL WE BE REACHING THE RIGHT PEOPLE?" WITH THE PROPOSED CHANGES, THE REDUCTION IN THE VIOLATION PENALTIES AS WELL AS THE OTHER THREE THINGS THAT WE'LL BE BRINGING BACK NEXT MONTH, WILL BE APPLICABLE TO ALL DRIVERS. SO, THOSE PENALTIES WILL BE REDUCED FOR ALL DRIVERS. BUT, THAT IS ONE OF THE THINGS THAT WE'RE LOOKING AT, FOR EXAMPLE, WITH THE PAYMENT PLANS, IS HOW DO WE MAKE SURE THAT WE REACH THE RIGHT PEOPLE WITH THE POLICIES THAT WE'RE TRYING TO CHANGE. COMMISSIONER JOSEFOWITZ ACTUALLY LISTED A NUMBER OF THINGS THAT WE SHOULD BE CONSIDERING, AMONG THEM WERE PAYMENT PLANS, POTENTIALLY LOWER PENALTIES, AND SOME OTHER SUGGESTIONS. SO AS WE HAVE LAID OUT, WE HAVE PUT ALL OF THE POTENTIAL CHANGES INTO BATCHES, AND WE ARE TRYING TO GO THROUGH THEM METHODICALLY, AND THOUGHTFULLY, AND GIVE SOME CONSIDERATION TO HOW WE CAN ESTABLISH THAT BASELINE INFORMATION SO THAT WE CAN TRACK AND BE SURE THAT THE POLICIES THAT WE'RE PUTTING INTO PLACE, THE POLICIES THAT WE'RE CHANGING HAVE BEEN EFFECTIVE IN HELPING THE PEOPLE THAT WE'RE ACTUALLY TRYING TO HELP. COMMISSIONER PEDROZA TALKED ABOUT, HOW WOULD WE MEASURE THE NUMBER OF PEOPLE ENROLLING IN

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FASTRAK? AND THERESE TOUCHED ON THAT, AS WELL. AND ANDY MENTIONED INCENTIVES TO GETTING PEOPLE TO USE FASTRAK. SO WE ACTUALLY HAVE CAMPAIGNS PLANNED TO ENCOURAGE PEOPLE TO GET ENROLLED IN FASTRAK. WE'RE CONSIDERING DOING SOMETHING EARLY NEXT YEAR. WHEN SOME OF THESE POLICIES HAVE GOOD INTO EFFECT, SO, FOR EXAMPLE, ONCE THE TAG DEPOSIT HAS BEEN REDUCED ONCE THE OPENING BALANCE REQUIREMENT HAS BEEN REDUCED FOR CASH AND CHECK PAYING CUSTOMERS WE PLAN TO PROMOTE FASTRAK AFTER THOSE CHANGES HAVE BEEN MADE BECAUSE WE KNOW THAT WILL MAKE IT EASIER FOR PEOPLE TO OPEN FASTRAK ACCOUNTS. COMMISSIONER PEDROZA MENTIONED "WHAT IS THE COST OF THE AGENCY" THAT IS A FACTOR IN INDIVIDUAL ASSESSMENTS ONE OF THE THINGS THAT WE'RE LOOKING AT, WHAT THE COST WOULD BE. COMMISSIONER ABE-KOGA MENTIONED THE LANGUAGE ISSUE. YES, WE ARE TRYING TO MAKE OUR PROGRAM MULTI-LINGUAL IN ENGLISH, SPANISH, AND CHINESE. WHEN WE'RE TALKING ABOUT VERBAL INFORMATION, SUCH AS VIDEOS WE'RE PRODUCING, BOTH IN CANTONESE AND MANDARIN, BUT WE CERTAINLY CAN TAKE A LOOK AT OTHER LANGUAGES THAT ARE IN MORE WIDE-SPREAD USE IN OTHER REGIONS SUCH AS VIETNAMESE, AND TAGALOG, THOSE ARE CERTAINLY THINGS THAT WE CAN TAKE INTO CONSIDERATION AND THINK ABOUT HOW WE MIGHT BE ABLE TO INCORPORATE THOSE. I WILL SAY THAT OUR CUSTOMER SERVICE CENTER DOES USE A LANGUAGE LINE, SO THAT NO MATTER WHAT LANGUAGE YOU'RE SPEAKING, YOU CAN GET ASSISTANCE FROM SOMEONE IN OUR CUSTOMER SERVICE CENTER. COMMISSIONER CHAVEZ WANTED TO KNOW ABOUT THE FLEXIBILITY OF

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THE APP. RIGHT NOW IT'S BEING SETUP TO PROVIDE CERTAIN FUNCTIONS, IN TERMS OF HELPING YOU MANAGE YOUR ACCOUNT, HELPING YOU BE -- HELPING YOU MAKE PAYMENTS ON INVOICES, MAKE PAYMENTS ON VIOLATIONS, YOU CAN ADD A VEHICLE TO YOUR ACCOUNT, YOU CAN SEE ALL YOUR RECENT TRANSACTIONS. SO, WE THINK -- I'M NOT SURE WHO MENTIONED IT, ABOUT HAVING ONE MORE WAY TO ACCESS AND MANAGE YOUR ACCOUNT AND TO PAY THOSE INVOICES AND VIOLATIONS, WILL HELP PEOPLE WHO DON'T NECESSARILY HAVE COMPUTERS. BUT WE KNOW THAT A LOT OF PEOPLE HAVE SMART PHONES. SO DOWNLOADING THE APP WILL HELP THEM. AND THEN AS COMMISSIONER GLOVER SAID, USING THE EQUITY LENS. AND THIS IS WHAT IS GUIDING US THROUGHOUT ALL OF THE POLICIES THAT WE'RE TAKING A LOOK AT, AND THE RESEARCH THAT WE'RE GOING TO BE DOING WITH PEOPLE WHO COULD BE AFFECTED BY THESE PROGRAMS, EVERYTHING THAT WE'RE DOING, WE'RE DOING WITH THE EQUITY LENS. IT'S WHY WE'RE CALLING IT OUR EQUITY ACTION PLAN. AND OUR PLAN IS TO CONTINUE TO TAKE ACTIONS TO ENSURE THAT THE PROGRAM IS MORE EQUITABLE. SO, HOPEFULLY I COVERED EVERYBODY'S QUESTIONS. BUT PLEASE LET ME KNOW IF I MISSED SOMETHING

AMY WORTH, CHAIR: LYSA, THAT WAS FANTASTIC, AND YOUR NOTE TAKING IS SUPERB. I WANT TO CALL ON ONE OF YOUR POINTS ABOUT OUTREACH. YOU KNOW, HAVING AN ONSITE LOCATION FOR PEOPLE TO ACCESS A RETAILER AND THINGS LIKE THAT, WE FOUND WITH COUNTY CONNECTION SINCE WE MOVED HEADQUARTERS OUT INTO THE FIELD, WE

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HAVE HAD MUCH MORE CUSTOMER PARTICIPATION AND MEET, HOW ABOUT RETAILERS? CAN YOU TALK ABOUT WHERE YOU ENVISION EXPANDING THE CAPACITY FOR PEOPLE TO GO INTO WALGREENS OR RITE AID, OR WHATEVER?

LYSA HALE: WELL, WE CERTAINLY CAN DO SOME MORE PROMOTION OF THE FACT THAT THERE ARE CASH PAYMENT -- THAT WE DO HAVE THIS CASH PAYMENT NETWORK WHERE PEOPLE CAN GET TO IN AND PAY THEIR BILLS, ESPECIALLY NOW THAT WE HAVE ADDED WAL-MART, WE CAN DO SOMETHING SAYING NOW AVAILABLE AT WAL-MART. WE MIGHT WANT TO WAIT TO DO THAT BECAUSE WE'RE IN THE PROCESS OF LOOKING FOR SOME ADDITIONAL CASH PAYMENT LOCATIONS. WE PARTICULARLY WANT TO FIND MORE LOCATIONS, IN WHAT I MENTIONED BEFORE, THE UNDERSERVED COMMUNITIES, PARTICULARLY THOSE WHERE THE PRIMARY LANGUAGE SPOKEN IS DIFFERENT FROM ENGLISH. SO THAT'S WHAT WE'RE HOPING TO DO.

AMY WORTH, CHAIR: GREAT. AND I THINK THAT'S EXACTLY WHAT WE WERE HOPING TO KNOW ABOUT. THAT WE'RE LOOKING AT NEW ADDITIONAL LOCATIONS AND THE LENS THAT YOU'RE DESCRIBING WILL REALLY INCREASE THE CONNECTION TO THE CUSTOMER. THANK YOU. THANK YOU SO MUCH.

LYSA HALE: ABSOLUTELY.

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AMY WORTH, CHAIR: COMMISSIONER PAPAN? DO YOU HAVE A QUESTION?

GINA PAPAN: SOME OF US DON'T HAVE WAL-MART SO THE SOONER WE CAN GET THAT OUT, I WANT TO MENTION THAT A LOT OF OUR COMMUNITIES IN NEED GET ACCESS THROUGH OUR PUBLIC LIBRARIES. SO THAT WOULD BE A GREAT LOCATION WHERE WE COULD EDUCATE PEOPLE AND THEY CAN GET RIGHT ON THE COMPUTERS, I HOPE, TO REACH THE COMMUNITIES. ALSO, BUS STOPS, AND WHERE PEOPLE GET ON TRANSIT, I THINK, WOULD BE IMPORTANT, TOO. SO, JUST SOME IDEAS.

LYSA HALE: THANK YOU.

AMY WORTH, CHAIR: GREAT. THANK YOU. COMMISSIONER CHAVEZ?

CINDY CHAVEZ: THANK YOU. I DO WANT TO SAY, MS. HALE, THAT WAS AMAZING, AND JUST GETTING ALL OF OUR INTEREST, AND ONE THING I WOULD LIKE STAFF TO CONSIDER IS DOING AN RFI TO SEE IF THERE IS SOMEBODY OUT THERE WHO ALREADY HAS A PROVEN TRACK RECORD ON THE PAYMENT PLAN, AND THE REASON I MENTION THIS IS THAT, THERE ARE EMERGING COMPANIES WHO HAVE BEEN HELPING US, ESPECIALLY BECAUSE OF COVID, WHERE FOLKS HAVEN'T BEEN EASILY ABLE TO GO PLACES TO MAKE PAYMENTS, AND I THINK THERE IS A HIGH -- I THINK THIS IS AN EMERGING, AN EMERGING FIELD, AND PART OF THE ASKING ABOUT THE FLEXIBILITY OF THE APP IS TWO PART, ONE, SO

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THAT WE COULD BRING IN A PARTNER THAT COULD HELP US WITH THAT PAYMENT PLAN, SO THAT WE HAVE A BASELINE GOAL MAKING SURE THAT WE KNOW WHAT OUR PAYMENT RATE IS, RIGHT? BECAUSE ALL OF US -- FOR EXAMPLE, WE HAVE A BIG HOSPITAL, I CAN TELL YOU THAT WE HAVE A SUBSTANTIAL AMOUNT OF UNPAID DEBT THAT WE HAVE TO PURSUE, FINDING WAYS TO DO THAT, THAT'S APPROPRIATE, DOESN'T HOUND PEOPLE, BUT ALSO TO MAKE SURE THAT WHAT WE HAVE AVAILABLE BACK TO THE HOSPITAL IS A BALANCE. THERE ARE EMERGING TECHNOLOGIES AND COMPANIES THAT CAN DO THAT, AND CHAIR PEDROZA MADE ME THINK ABOUT THIS IS THAT WHEN YOU ARE ABLE TO MAKE A PAYMENT IF YOU ARE ABLE TO OPT IN ONE FELL SWOOP TO BECOMING A FASTRAK CUSTOMER, INSTEAD OF PUTTING IN A BUNCH OF MULTIPLE PROCESSES. I LOVE FILLING OUT FORMS; AFTER I HAVE DONE IT ONCE, I WANT TO SCREAM AT SOMEBODY -- LIKE, UH I HAVE ALREADY DONE THIS -- IF WE CAN FIND SOMEONE WHO CAN HELP US MERGE THE TWO ACTIONS INTO ONE AND MAKE SURE THAT THE PAYMENT PLANS ARE MANAGEABLE AND A HIGH RETURN ON PAYMENTS. THERE ARE ALREADY COMPANIES DOING THAT.

AMY WORTH, CHAIR: THANK YOU, CHAIR CHAVEZ FOR THOSE COMMENTS. I DO BELIEVE WE CAN MAKE CHAIR PEDROZA'S YEAR IF WE CAN DO THAT KIND OF [INDISCERNIBLE]. I WANT TO THANK EVERYONE FOR THEIR COMMENTS AND STAFF FOR WORKING ON THIS. IT'S IMPORTANT TO PERCEIVE HOW STAFF IS PRESENTING ACTIONS NOW, ACTIONS NEXT MONTH, AND ACTIONS IN THE NEAR FUTURE. I THINK IT'S IMPORTANT

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TO RECOGNIZE THAT BY PHASING THIS WE CAN ENSURE THE STEPS THAT WE ARE TAKING ARE SUCCESSFUL. THAT'S THE WHOLE POINT. WE WANT THIS TO REALLY WORK. OUR EXECUTIVE DIRECTOR MS. MCMILLAN PRESENTED HER EQUITY FRAMEWORK IN TERMS OF THE WORK WE DO AND WE REALLY EMBRACE THAT AND HOW IMPORTANT THIS IS, AND REALLY TAKING THE CONCRETE STEPS TO DO THIS. I REALLY WANT TO THANK COMMISSIONERS. AND, AGAIN, BRAVO TO COMMISSIONER JOSEFOWITZ. I'LL TELL YOU, HE IS A TENACIOUS GUY; HE HAS IDEAS AND KEEPS WORKING THEM TO EVERYBODY'S BENEFIT, EVERYBODY'S BENEFIT, AND DOING IT IN A VERY COLLABORATIVE WAY. SO REALLY WANT TO THANK EVERYONE FOR YOUR COMMENTS. AND NOW WE HAVE OPPORTUNITY TO RECEIVE PUBLIC COMMENT ON THIS BEFORE WE TAKE OUR ACTION. FIRST OF ALL, LET ME ASK KIMBERLY, HAVE WE RECEIVED ANY CORRESPONDENCE, IN ADDITION TO THE CORRESPONDENCE THAT WAS POSTED AT THE END OF THE DAY YESTERDAY?

KIMBERLY WARD, CLERK: WE HAVE RECEIVED TWO WRITTEN CORRESPONDENCE, ONE FROM JACOB JENY OF SPUR, AND OTHER VARIOUS AGENCIES, AND THE OTHER FROM EAST BAY COMMUNITY LAW CENTER. BOTH OF THOSE HAVE BEEN POSTED TO THE ONLINE AGENDA, AND DISTRIBUTED TO YOU YESTERDAY EVENING. FOR JACOB JENY, THERE WAS AN ADDITIONAL ITEM THAT WAS ADDED TO HIS CORRESPONDENCE AND DISTRIBUTED TO EACH OF AND YOU UPDATED TO THE ONLINE AGENDA, AS WELL. WITH THAT, I'LL TAKE PUBLIC COMMENT?

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AMY WORTH, CHAIR: YES, THANK YOU, KIMBERLY, AND THANK YOU FOR GETTING THAT INFORMATION TO US AS SOON AS YOU RECEIVED IT. THANK YOU.

KIMBERLY WARD, CLERK: YOU'RE WELCOME. THE FIRST SPEAKER IS ALETA DUPREE, PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES MS. DUPREE.

SPEAKER: THANK YOU CHAIR AMY WORTH AND COMMITTEE MEMBERS. ALETA DUPREE FOR THE RECORD, SHE AND HER. LOTS OF GOOD THINGS I'M IN ALIGNMENT SINCE IT'S THE START OF SOMETHING BIG LOOKING FORWARD TO REDUCTION IN DEPOSITS AND ELIMINATION OF FEES BECAUSE I WOULD LIKE TO SEE PEOPLE EMPTY OUT THEREOF COFFEE CANS, JARS, AND POCKETS IT'S GOOD TO PUT MONEY TO WORK. AND NOT HAVING THAT MONEY LYING AROUND WITH AN ACCIDENT WAITING TO HAPPEN. AND EQUITY INVOLVED IN THIS PRESENTATION, HELPING PEOPLE TO PARTICIPATE IN IMPROVEMENTS OF THE FUTURE RATHER THAN HANGING ON TO THE ANACHRONISTIC AND ARCHAIC THINGS OF THE PAST, AND SEEING CHANGES HAPPENING AND HOW PAYMENT FOR TRANSPORTATION IS BEING TENDERED AND MONEY MANAGED IT SHOWS LEADERSHIP AND I'M LOOK FORWARD I'M GUESSING THIS WILL LOOK LIKE TOLL IN NEW YORK WHICH HAS OVER A MILLION DOWNLOADS AND $70 MILLION IN REVENUE FLOW THROUGH IT AS OF THIS DATE. THE APP IS GOING TO BE HELPFUL, AND I'M LOOKING FORWARD TO PHASE THREE, BUT LET'S FIND MORE PLACES WHERE PEOPLE CAN TENDER

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THEIR MONEY TO BATA. MILLIONS OF PEOPLE GET DIRECT DEPOSIT, AND THEY CAN GET FREE DEBIT CARDS. SO IT'S ANOTHER WAY THAT THEY CAN PAY FOR THINGS. SO LET'S GET THESE APPROVED. IT'S GOING TO TAKE A FEW STEPS. AND I'LL SEE YOU NEXT MONTH.

AMY WORTH, CHAIR: GREAT. THANK YOU FOR YOUR COMMENTS.

KIMBERLY WARD, CLERK: THANK YOU. THE NEXT SPEAKER IS RICH HEDGES. PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES.

RICHARD HEDGES: THANK YOU VERY MUCH. I VERY MUCH LIKE THIS PROGRAM. I THINK IT'S BEEN A STEP FORWARD. ONE OF THE QUESTIONS I HAD, AND IT WASN'T CLEAR TO ME IF IT HAD BEEN ANSWERED IS THE PAST EX-POST FACT OWE FINES THAT HAVE ALREADY BEEN LEVIED AND PEOPLE THAT HAVE HAD HOLDS PUT ON THEIR AUTOMOBILE ARE THOSE GOING TO BE LIFTED WHEN PEOPLE SETUP THEIR PAYMENT PLANS, AND ARE THEIR CURRENT FINES FOR NON-PAYMENT GOING TO BE REDUCED TO THE CURRENT LEVEL THAT'S BEING PROPOSED. THAT WOULD BE ONE. AND ALSO ON THE RETAILERS, WE HAVE LOST 17 WALL GREENS IN THE CITY. THEY HAVE JUST ANNOUNCED FIVE MORE CLOSING, ALL BECAUSE OF THEFT, ACCORDING TO THEM. WAL-MART IS A GOOD ADDITIONAL, BUT REMEMBER IT'S MORE OF A SUBURBAN LOCATION. THERE ARE NINE IN SAN MATEO COUNTY, I THINK, ONLY ONE IN SANTA CLARA COUNTY, SO WE NEED TO FIND OTHER RETAILERS, RIDE AID WOULD BE GOOD, OR CVS, KEEPING IN

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MIND THAT THIS IS SOMETHING THAT MAY NOT BE -- AND PERSONNEL, WHEN THEY HAVE RASHES WITH CONSUMERS TRYING TO PAY FOR THEIR PURCHASES. ALSO ON A PERSONAL NOTE, I KNOW HOW SERIOUS THIS IS WITH THE BRIDGE TOLLS, WHEN I FIRST CAME HERE I R, I WAS POOR GOING TO A JOB INTERVIEW IN THE EAST BAY WITHOUT ANY CASH TO PAY THE BRIDGE TOLL AND HAVING TO DRIVE ALL THE WAY AROUND TO SAN JOSE TO GET BACK HOME SO I UNDERSTAND WHAT PEOPLE GO THROUGH WITH THESE TOLLS.

AMY WORTH, CHAIR: RICH, YOU SHOULD HAVE GONE ACROSS THE BRIDGE BECAUSE YOU HAVE REPAID THE TOLL FARES MANY, MANY TIMES OVER WITH YOUR VOLUNTEER SERVICE.

AMY WORTH, CHAIR: THANK YOU. KIMBERLY, NEXT SPEAKER?

KIMBERLY WARD, CLERK: NEXT SPEAKER, VEDA FLOREZ. PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES.

VEDA FLOREZ: THANK YOU FOR ALLOWING ME THE TIME TO SPEAK TODAY. I AM PLEASED TO SEE THE PROGRESS MADE ON THE PROGRAM I'M A HAPPY ADVOCATE OF THE PROGRAM SINCE WE'RE AT THE INFORMATION STAGE OF THE PAYMENT PLAN, I WOULD LIKE TO CONSIDER PAYMENTS AS LOW AS $5 ALTHOUGH $5 DOESN'T SEEM LIKE A LOT FOR YOU AND ME BUT FOR SOMEONE OF LOW-INCOME IT'S THE DIFFERENCE BETWEEN LUNCH OR FASTRAK PAYMENT AND CONSIDER THE

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MINDSET OF SOMEONE WHO MAKES $15 AN HOUR TO SUPPORT THEIR ENTIRE FAMILY TO TRY AND NAVIGATE LIFE IN THE BAY AREA. AND MOVING ON, AND MOVING TO SERVICES -- SERVICE AREAS SUCH AS SAFEWAY AND CHECK CASHING STORIES TO MAKE YOUR PAYMENT IS A CONSIDERATION FOR THE CASH PAYMENT NETWORK. AND I WOULD ALSO LIKE TO REITERATE THE OPTION OF OPTING INTO FASTRAK SYSTEM, WHEN YOU ARE PAYING, MAKING YOUR PAYMENT, SINCE THE VIN NUMBERS AND LICENSING IS NECESSARY TO FILL OUT THE PAPERWORK, AND I WOULD LIKE THE COMMISSION TO REALLY CONSIDER THE LOW-INCOME PERSON. ALTHOUGH WE ARE DISCOUNTING THE DEVISE OF PRICE TO $5, WE HAVE TO REMEMBER THAT LOW-INCOME INDIVIDUALS PAY ON A CASH PAYMENT, AND PAYING CASH IS NO LONGER AN OPTION FOR GOING OVER THE BRIDGE. AND THE $5 IS STILL A HARDSHIP WHEN YOU ARE CHOOSING BETWEEN LUNCH AND TOLL DEVICES. SO THERE HAS GOT TO BE A WAY THAT WE CAN PROVIDE SOME FREE DEVISES TO PEOPLE WHO MAKE THE MINIMUM REQUIREMENTS FOR HHS, OR OTHER SERVICES IN THE BAY AREA. AND, THANK YOU VERY MUCH, AND I AM SO PLEASED THAT WE'RE DOING GREAT WORK IN SUCH A SHORT AMOUNT OF TIME. HAVE A GOOD DAY.

AMY WORTH, CHAIR: THANK YOU FOR YOUR COMMENTS.

KIMBERLY WARD, CLERK: THANK YOU. NEXT SPEAKER IS OCEAN MODALLY. PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES.

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SPEAKER: THANK YOU. CAN YOU HEAR ME.

CLERK OF THE BOARD: YES.

SPEAKER: MY NAME IS OCEAN MOTLEY, A STAFF ATTORNEY WITH [INDISCERNIBLE] I REPRESENT MANY LOW-INCOME CLIENTS, AND I WANT TO SHARE THE STORY OF ONE I'M WORKING WITH NOW THAT EXEMPLIFIES MANY OF THE STRUGGLES OUR CLIENTS FACE, A FASTRAK ACCOUNT HOLDER, AND CLOSED HIS ACCOUNT AND CREATED A PROBLEM FOR HIM NOT BEING ABLE TO PAY OTHER THAN A BILL MAILED TO HIM, HE IS HOMELESS, AND THERE IS NO WAY TO SEND THE BILLS SO THEY GOT HIGHER AND HIGHER. I RECENTLY HELPED HIM TURN HIS LIFE AROUND HE IS IN A SHELTER AND TRYING TO FIND WORK HE WENT TO REGISTER HIS VEHICLE BUT THERE WAS AHOLD ON REGISTRATION, IT WAS SENT TO COLLECTIONS PREVENTING HIM FROM BEING ABLE TO REGISTER HIS VEHICLE TO MAKE THE MONEY TO PAY THE TOLL CREATED A CATCH 22 FOR HIM. HE OWED $550 IN TOLLS BUT IT ENDED UP BEING OVER $6,000 THAT HE OWED BECAUSE OF THE FINES AND FEES. AND THERE WAS NO ABILITY TO PAY DETERMINATION IN THE SYSTEM. THE ABILITY FOR PEOPLE TO PAY CITATIONS AND FINANCIAL SITUATIONS ALLOWING REDUCTION IN COMMUNITY SERVICE AND HOMELESS DEAL WITH ISSUES, BUT FASTRAK IS NOT PART OF THE SYSTEM IT WOULD BE BEST TO ADDRESS MONEY OWED FOR PEOPLE TO PARTICIPATE IN THOSE PLANS. WE SENT A LETTER TO FASTRAK ASKING

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HE PAY $550 THAT HE OWED AND WAIVE THE 75% OF FEES -- THOSE ARE MY COMMENTS.

AMY WORTH, CHAIR: THANK YOU. PERHAPS STAFF MAY PROVIDE OVERSIGHT AT THE END OF THE PUBLIC COMMENT PERIOD.

KIMBERLY WARD, CLERK: NEXT SPEAKER IS ELENA BINDER.

SPEAKER: GOOD MORNING ASSOCIATES. THE FINANCIAL PENALTIES IS FLAWED AND INEQUITABLE TABLE TOLLS FINES CONTINUE TO BE HARMFUL COSTLY AND COUNTERPRODUCTIVE INCOMES ARE FAR TOO LOW TO SHOULDER THE FEES IMPACTING THOSE STRUGGLING TO MEET BASIC NEEDS FURTHERING PERPETUATING CYCLES OF POVERTY ACROSS THE BAY AREA AND DOESN'T ALIGN WITH MTC'S EQUITY PLATFORM IF SOMEONE MISSES A PAYMENT THEY CAN END UP WITH ADDITIONAL $70 IN FINES AND FEES 11 TIMES THE ORIGINAL TOLL AMOUNT. MTC CAN COLLECT UNPAID DEBT IN LESS ONEROUS WAYS. WE URGE YOU TO BUILD REFORMAT IMPLEMENTED DURING THE PANDEMIC TO CONSIDER CHANGE TO CONSIDER CHANGES IN TOLL FINES AND FEES AS WELL AS A NOTIFICATION SYSTEM TO OVERHAUL AND REDUCE HARM TO ENSURE PEOPLE KNOW WHEN THEY OWE A TOLL. ADD PAYMENT PLANS INCLUDE REMINDERS TO PAY. SFMTA RECENTLY IMPLEMENTED A PROGRAM THAT ENABLES PEOPLE TO PAY WITH SERVICES RECEIVED, AND DMV HOLDS FORWARD PEOPLE WHO CANNOT PAY A NOTIFICATION SYSTEM AND PROVIDE VIOLATION, AND EXISTING UNPAID FEES AND FINES -- WE

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CAN LEAD IN EQUITY IF WE CREATE A MORE EQUITABLE SYSTEM THAT WORKS FOR ALL BAY AREA DRIVERS. THANK YOU.

AMY WORTH, CHAIR: THANK YOU FOR YOUR COMMENTS.

KIMBERLY WARD, CLERK: THANK YOU. THE NEXT SPEAKER IS RIO SHARP. PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES.

SPEAKER: THANK YOU VERY MUCH COMMITTEE MEMBERS. MY NAME IS RIO SHARP. I AM AN ATTORNEY AT LAWYERS COMMITTEE FOR CIVIL RIGHTS IN SAN FRANCISCO BAY AREA. I WANT TO EMPHASIZE HOW CRITICAL IT IS TO REDUCE PENAL PENALTIES, AND CHANGE POLICIES. I WORK WITH PEOPLE AFFECTED BY CRIMINAL COURT TRAFFIC COURSE AND VARIOUS AGENCIES AND I HAVE NEVER SEEN LATE FEES AS PUNITIVE AS THOSE ISSUED BY YOUR AGENCY MY CLIENTS ARE BURIED IN DEBT BECAUSE OF FASTRAK. ONE CLIENT WHO DIDN'T HAVE A DOLLAR TO HIS NAME OWED FASTRAK DEBT OF $5,800; 90% OF WHICH IS LATE FEES AND PENALTIES. ANOTHER CLIENT WHO IS EQUALLY LOW-INCOME OWED MORE THAN $30,000 BECAUSE OF TOLLS RACKED UP WHEN SHE WAS HOMELESS AND MENTALLY UNWELL. THESE ARE UNCONSCIONABLE DEBT TO IMPOSE ON PEOPLE. THERE ARE A NUMBER OF PROBLEM WITH SUCH A PUNITIVE SYSTEM IT MAKES SENSE TO GO AS FAR AS POSSIBLE IN CHANGING YOUR POLICIES. THEY'RE INCREDIBLY AGGRESSIVE MAKING THE LOW-INCOME AMONG US BEAR HIGHEST BURDENS FOR OUR BRIDGES AND INFRASTRUCTURE. IT'S NOT EFFECTIVE DEBT COLLECTION M MANY OF

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MY CLIENTS WOULD PAY MORE QUICKLY IF ALL THESE PENALTIES DIDN'T WRACK UP. AND DEBTS EXACT AN ENORMOUS MATERIAL IMPACT ON PEOPLE INCLUDING INTERFERING WITH VEHICLE REGISTRATION AND AFFECTING ABILITY TO GET TO WORK OR SCHOOL AND THESE PENALTIES TRIGGER ENORMOUS AMOUNT OF ANXIETY. WE ASK YOU TO CONSIDER AN OVERHAUL OF FINES, FEES AND PENALTIES TO DEDICATE ADVANCING THE NEED ADDRESS UNDERSERVED COMMUNITIES. FOCUS ON THE PRIORITY EQUITY PLATFORM IN THE DOCUMENTS THAT JACOB SENT ME YESTERDAY. THANK YOU FOR YOUR TIME.

AMY WORTH, CHAIR: THANK YOU FOR YOUR COMMENTS.

KIMBERLY WARD, CLERK: NEXT SPEAKER IS RICK COATES. PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES.

RICK COATES: YES. RICK COATES. I AM A MEMBER OF THE POLICY ADVISORY COUNCIL AND THE EQUITY AND ACCESS SUBCOMMITTEE, AND I JUST REALLY WANT TO THANK BOTH THE STAFF AND THE COMMISSION FOR HAVING MOVED THIS FORWARD. AND I HOPE THAT IT WILL CONTINUE IN THE RIGHT DIRECTION. THANK YOU, THANK YOU, AND THANK YOU, AGAIN.

AMY WORTH, CHAIR: THANK YOU FOR YOUR COMMENTS, AND FOR YOUR SERVICE.

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KIMBERLY WARD, CLERK: THANK YOU. THE NEXT SPEAKER IS PAUL RILEY. YOU HAVE TWO MINUTES. PLEASE UNMUTE YOURSELF.

SPEAKER: CAN YOU HEAR ME.

CLERK OF THE BOARD: YES.

SPEAKER: MY NAME IS PAUL RILEY, AND I AM A NATIVE OF SAN FRANCISCO. I AM A NATIVE BUT NOT WEALTHY ENOUGH TO LIVE IN SAN FRANCISCO MY HEART IS STILL IN SAN FRANCISCO, MY GRANDMOTHER I ASSIST HER IN TRAVELING TO AND FROM THE STORE, TRANSPORTING TO MEDICAL APPOINTMENTS PICKING UP PRESCRIPTIONS AND MAKING SURE SHE TAKES HER MEDICINE DURING THE COURSE OF THE PANDEMIC OUR MIGRATION HAS BEEN ALONG THE BAY BRIDGE ALONG WITH THE VALLEJO BRIDGE MY GRANDMOTHER IS 100 YEARS OLD AND LIVES IF A NURSING HOME IN SACRAMENTO, I AM AWARE OF THE EFFECTS OF THE PANDEMIC AND COVID-19, THE PREVENTATIVE MEASURE REMOVING WORKERS FROM THE TOLL BOOTHS. MY COUSIN WORKED THE BRIDGE AND IS NOW UNEMPLOYED AND ON A WAIT LIST FOR THE NEXT FIVE YEARS OUR LIVES CHANGED. SINCE THE PANDEMIC I HAVE WALKED INTO A PIT FALL OF DEBT. PRIOR TO THE PANDEMIC I DIDN'T HAVE THIS PROBLEM. MY CREDIT SCORE WAS ABOVE 700. I WASN'T READY FOR THE TECHNOLOGICAL CHANGE NOW I HAVE TO COME FIND AND YOU PAY YOUR MONEY NOW IF I DON'T FIND YOU WANT TEN TIMES THE AMOUNT. ASIDE FROM THAT I FEEL LIKE I'M BEING PIMPED FROM THE SYSTEM I HAVE

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A PO BOX LISTED ON MUIR ADDRESS AND DMV BUT RATHER THAN SEND MY PAYMENT REQUEST TO THE MAILING ADDRESS WITH DMV -- [INDISCERNIBLE] I CAN NO LONGER AFFORD TO LIVE IN SAN FRANCISCO AND NOW RESIDE IN THE EAST BAY. I ASK MYSELF WHAT CAN I DO ABOUT THIS? THE ORIGINAL AMOUNT WAS $72. APPARENTLY THE FIRST PENALTY INFLATED TO 372 HOURS NOW A MONTH AGO $912. I ASKED THE REPRESENTATIVE WHAT IS MY OUTSTANDING BALANCE HE TOLD ME $6,548.

AMY WORTH, CHAIR: MR. RILEY, YOUR TIME IS UP. THANK YOU. I WAS JUST GOING TO SAY YOUR TIME IS UP TO SPEAK, BUT IF YOU WOULD LIKE TO CALL OUR FASTRAK OFFICE, I KNOW OUR STAFF WOULD BE VERY HAPPY TO HELP YOU WITH YOUR SPECIFIC SITUATION.

KIMBERLY WARD, CLERK: THANK YOU. THE NEXT SPEAKER IS BRANDON GREEN. PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES. MR. GREEN ARE YOU THERE? WE'RE GOING TO GO AHEAD AND MOVE ON TO THE NEXT SPEAKER ANNE. YOU HAVE TWO MINUTES.

SPEAKER: THANK YOU VERY MUCH. MY NAME IS ANNE, I DIRECT THE FINANCIAL JUSTICE PROJECT IN THE TREASURER'S OFFICE FOR THE CITY AND COUNTY OF SAN FRANCISCO. AND WE WERE SET UP TO WORK IN PARTNERSHIP WITH OTHERS TO ASSESS AND REFORM FINES, FEES, TICKETS, FINANCIAL PENALTIES, MANY OF WHICH IN SAN FRANCISCO WE FOUND WERE HITTING PEOPLE REALLY HARD. ESPECIALLY WITH

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LOW-INCOMES AND COMMUNITIES OF COLOR. I WANT TO APPLAUD ALL OF YOU FOR TAKING THESE REALLY IMPORTANT INITIAL FIRST STEPS. BUT I REALLY APPRECIATE THE DISCUSSION FROM THE COMMISSIONERS, FROM STAFF, AND ALL OF THIS PUBLIC DIALOGUE ABOUT HOW THESE ARE FIRST STEPS AND THAT WE ALL NEED TO GO FURTHER, REALLY, TO MEET THE CHALLENGE AT HAND, AND I BELIEVE WHEN WE DO THAT, THAT WE ARE GOING TO ADVANCE SMART GOVERNMENT. YOU KNOW? AND MAKE THINGS BETTER FOR FOLKS IN OUR COMMUNITY. I HEAR FROM PEOPLE ALL THE TIME ABOUT HOW FAR THESE LATE PENALTIES HIT FOLKS. I DO WANT TO UNDERSCORE THEY ARE THE LARGEST AND MOST EXTREME THEY KNOW OF. SO IT'S GREAT THAT THEY ARE GOING TO BE GOING DOWN, AND I THINK CAN GO FURTHER DOWN. I ALSO WANT TO CALL OUT, THIS IS ONE OF THE ONLY -- THIS IS THE ONLY ONE, I THINK, WHERE THERE IS NOT A PROGRAM OF RELIEF FOR PEOPLE WITH LOW-INCOMES. SO, I DON'T KNOW WHERE TO REFER FOLKS. AND I THINK A LOT OF THE PEOPLE WHO ARE CALLING IN DON'T KNOW WHERE TO REFER FOLKS WHO NEED RELIEF. YOU KNOW, I ESPECIALLY WANT TO TALK ABOUT ANOTHER THING THEY HEAR ABOUT IS, YOU KNOW, THIS PENALTY OF HOLDING PEOPLE'S VEHICLE REGISTRATION FOR NON-PAYMENT OR LATE PAYMENT. THIS IS AN EXTREME PENALTY THAT UNDERMINES PEOPLE'S ABILITY TO ASSERT THEMSELVES. I WANT TO ENCOURAGE YOU ALL TO LOOK INTO THE EXPERIENCE OF THE SAN FRANCISCO SUPERIOR COURT, WHO, WHEN THEY STOPPED SUSPENDING PEOPLE'S DRIVER'S LICENSES FOR NON-PAYMENT, THEY ADOPTED DISCOUNTS FOR LOW-INCOME FOLKS, PAYMENT PLANS, INCREASED

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NOTIFICATION, THEIR COLLECTIONS PER CITATION ACTUALLY WENT UP, AND THE DISPROPORTIONATE IMPACT WENT DOWN.

AMY WORTH, CHAIR: ANNE, YOUR TIME IS UP. IF YOU WOULD LIKE TO SUBMIT ADDITIONAL COMMENTS TO STAFF, WE WOULD APPRECIATE IT.

KIMBERLY WARD, CLERK: LAST SPEAKER, MADAM CHAIR CANDY SMALLWOOD.

SPEAKER: GOOD MORNING. I'M CANDY SMALLWOOD. I AM AN STAFF ATTORNEY WITH THE COMMUNITY CENTER WORK WITH DECRIMINALIZATION OF POVERTY PRACTICE MOST CLIENTS I WORK WITH ARE BURDENED BY DEBT FINES FEES AND PARKING TICKETS BUT FASTRAK IS THE BIGGEST DEBT A $6 TOLL BECOMES A $75 FEE AND THESE FASTRAK POLICY REFORMS DON'T COME FAR ENOUGH TO HELP OUR LOW-INCOME AND UNHOUSED FOLKS. HAVING TO DECIDE BETWEEN PAYING THESE EXORBITANT FEES AS OPENED TO BUYING FOOD AND ON TOP OF EVERYTHING ELSE WE HAVE TO HAVE PEOPLE CROSS THE BRIDGE BECAUSE THIS'S THE WAY THE WORLD WORKS AND MOST OF THEIR TIME IS FIGURING OUT WHERE THEY CAN SAFELY PARK, JUST FOR THE NIGHT. BECAUSE ON TO WHICH FASTRAK FEES, THEY ALSO HAVE TO THINK ABOUT PARKING ORDINANCES AND WHERE THEY CAN GO. I THINK, AS WE'RE THINKING ABOUT HOW WE CAN REFORM FASTRAK POLICIES WE REALLY NEED TO THINK ABOUT THE ABILITY TO PAY OF PEOPLE WHO REALLY DON'T HAVE THE FUNDS AND RESOURCES. SO, PAY MOSTLY

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INTEREST AND PENALTIES. I ALSO ASK THAT YOU CONSIDER PAYMENT PLANS. AS SOMEONE PREVIOUSLY MENTIONED, PARKING TICKETS, THERE IS PAYMENT PLANS. STATEWIDE ABILITY TO PAY FOR COURTS. BUT THERE IS -- THEY DO NOT HAVE PAYMENT PLAN OPTIONS FOR FASTRAK. I BELIEVE THAT WHEN I WAS HELPING ONE CLIENT, WE WERE LOOKING IT UP AND THEY HAD TO PAY WHAT THEY OWED IN 30 DAY, BUT THEIR PAYMENT PLAN WAS INSTALLMENTS WITHIN THAT 30 DAYS. AND THE LAST THING I WANT TO HIGHLIGHT, I HEARD SOMEONE MENTION ABOUT HOW YOU CAN POSSIBLY GO INTO LOAD YOUR FASTRAK, OUR CLIENTS CAN'T EVEN GO IN WITHOUT BEING ACCOSTED.

AMY WORTH, CHAIR: THANK YOU VERY MUCH FOR YOUR COMMENTS. AND IT LOOKS LIKE WE HAVE ONE MORE SPEAKER.

KIMBERLY WARD, CLERK: YES. ONE LAST SPEAKER. KAYE CALDWELL. PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES.

SPEAKER: HELLO, CAN YOU HEAR ME?

KIMBERLY WARD, CLERK: YES WE CAN HEAR YOU.

SPEAKER: GREAT. THANK YOU FOR THIS OPPORTUNITY TO SPEAK ON THIS ISSUE THIS IS SOMETHING THAT'S TEARING ME DOWN AS A LONG TIME RESIDENT OF CALIFORNIA. I HAVE EXPERIENCED HOMELESSNESS IN CALIFORNIA, AND IN 2016 TO '17, I WAS GOING THROUGH A

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SITUATION WHERE I LOST EMPLOYMENT AND STARTED TO DRIVE FOR UBER AND LYFT AND AS YOU KNOW THESE SYSTEMS ARE A TEMPORARY GREAT WAY TO MAKE MONEY WHEN THE LONG RUN DRIVERS USUALLY LOSE. I WAS GOING OVER THE BRIDGE QUITE FREQUENTLY AND GOT INTO ARREARS WITH FASTRAK MY CAR WAS GOING TO BE TOWED I WAS LIVING IN IT AT ONE POINT IT DIDN'T LOOK LIKE IT BECAUSE I WAS TIDY WHILE DRIVING FOR LYFT. MY REGULAR JOB, I'M A SINGLE MOTHER AND LIVE IN EAST BAY AND DO EVERYTHING I CAN TO LIVE IN A GOOD COMMUNITY, SO MY KIDS CAN GO TO SCHOOL THAT MEANS A PAY A LOT OF RENT AND [INDISCERNIBLE] WITHIN A FEW MONTHS, I REALIZED THAT BECAUSE THEY PARSED THE SYSTEM, THE SYSTEM WILL GIVE YOU A BUNCH IN ONE FOLDER AND THEN OPEN UP A NEW FOLDER, I WAS ALSO, AGAIN, BEHIND IN FEES FOR HUNDREDS OF DOLLARS. AND I KIND OF JUST GAVE UP. FAST FORWARD TO TODAY, AT THE BEGINNING OF THE PANDEMIC I WAS STILL DRIVING I GOT VERY SICK AND ALSO WORKING A REGULAR FULL-TIME JOB, I REALIZED THAT MY FASTRAK WAS GOING TO TAKE MY CAR, BASICALLY, AND NOW I'M GOING TO HAVE TO FILE FOR A CHAPTER 11 BANKRUPTCY, BECAUSE I AM -- I OWE $20,400 IN FEES, AND IT'S BALLOONED TO $25,000, WHICH I DO NOT HAVE. I HAD THE ORIGINAL AMOUNT. I TRIED TO MAKE DEALS WITH FASTRAK, I TRIED TO GET ON WITH A LAWYER. THEY TOLD MY LAWYER TO GET OFF THE PHONE. THEY TOLD ME THAT THEY WERE NOT GOING TO WORK WITH ME THEY TOLD ME THEY CAN WRITE IN AND WORK WITH THEM BUT LIKE WHEN I DID THAT THE LAST TIME I WOULD BE GIVEN A ONE TIME OFFER TO BE PAID WITHIN 30 DAYS. I REALLY

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NEED HELP. AND MIND YOU IN THE HEIGHT OF COVID, LAST YEAR, THEY TURNED BACK ON THE FEES, AS FAR AS THE OVERAGES. SO A LOT OF FORGIVENESS NEEDS TO HAPPEN. AND I APPRECIATE YOUR TIME.

AMY WORTH, CHAIR: GREAT. THANK YOU FOR YOUR COMMENTS. WE WILL BE TAKING ACTION LATER IN THIS MEETING THAT -- SO, IF YOU WOULD LIKE TO, PLEASE CONTACT OUR FASTRAK SERVICE CENTER, AGAIN, AND OUR STAFF CAN WORK WITH YOU ON THE ISSUES THAT YOU'RE DEALING WITH. SO, IT LOOKS LIKE WE HAVE ONE MORE COMMENT. I WOULD JUST LIKE TO ASK MEMBERS OF THE PUBLIC, PLEASE, IF YOU WOULD LIKE TO SPEAK, PLEASE DO SO NOW. IF NOT, THIS WILL BE, BRANDON GREEN WILL BE OUR LAST SPEAKER.

KIMBERLY WARD, CLERK: GO AHEAD AND UNMUTE YOURSELF, MR. GREEN. YOU HAVE TWO MINUTES.

SPEAKER: HI MY NAME IS BRANDON GREEN DIRECTOR OF ALCOHOLIC JUSTICE PROGRAM AT ACLU OF NORTHERN CALIFORNIA I WANT TO SECOND ALL OF THE COMMENCE -- COMMENTS THAT HAVE ALREADY BEEN MADE. I THINK THE STEPS STAFF ARE MAKE TODAY AND DISCUSSIONS ARE HELPFUL AND INCREMENTAL PROGRESS. MORE NEEDS TO BE DONE. THE CURRENT SYSTEM OF FINES AND FEES AS IT RELATES TO TOLLS IS BEHIND OTHER AREAS OF ADVOCACY THAT HAVE HAPPENED BOTH IN THE TRAFFIC COURT CONTEXT, IN THE PARKING CONTEXT WITH A.B. 503, WHERE THERE HAS TO HAVE ABLE TO PAY, PROCESS MUNICIPALITIES

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AND PARTICIPATIONS IN THE DMV COLLECTION PROGRAM AND VEHICLE REGISTRATION PROCESS WE KNOW IN THE DATA FROM THE PARKING CONTEXT WHO IS BEING DISPROPORTIONATELY IMPACTED BY THESE FINES AND FEES. WE ALSO NOTE THAT EVEN THE PUSH OR ARE THE REQUIREMENT FOR SOMEONE TO HAVE A FASTRAK, FOR EXAMPLE, IS NOT AS EASY AS WE MIGHT ALL THINK IT IS. CALIFORNIA, IN GENERAL, HAS HIGHEST COURT FINES AND FEES AND ALL OF THESE THINGS WHETHER TOLL BRIDGE PARKING CONTEXT TRAFFIC CONTEXT OR CRIMINAL LEGAL SYSTEM CONTEXT ALL RESORT IN RACIAL EXTRACTION FROM LARGELY MARGINALIZED COMMUNITIES AND WE URGE MTC TO TAKE MUCH FURTHER STEPS TOWARDS EQUITY AND GET RID OF SOME OF THESE POLICIES AND PRACTICES THAT ONLY FURTHER EXACERBATE FOLKS WHO ARE ALREADY, SORT OF, LIVING ON THE EDGE. THANK YOU.

AMY WORTH, CHAIR: THANK YOU. THANK YOU FOR YOUR COMMENTS. KIMBERLY, I DON'T SEE ANY ADDITIONAL HANDS UP. DO YOU?

KIMBERLY WARD, CLERK: I DO NOT.

AMY WORTH, CHAIR: OKAY. HAVE WE RECEIVED ANY ADDITIONAL CORRESPONDENCE DURING THE COURSE OF OUR PUBLIC COMMENT PERIOD?

KIMBERLY WARD, CLERK: NO ADDITIONAL CORRESPOND HAS BEEN RECEIVED.

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AMY WORTH, CHAIR: I'LL CLOSE THE PUBLIC COMMENT PERIOD AND BRING IT BACK FOR COMMITTEE DISCUSSION AND DECISION. LET ME ASK STAFF IF YOU HAVE ANY ADDITIONAL COMMENTS? IF NOT, WE CAN PROCEED WITH THE COMMITTEE DISCUSSION.

LYSA HALE: NO. WE HAVE NO ADDITIONAL COMMENTS AT THIS TIME.

AMY WORTH, CHAIR: GREAT. PERFECT. THANK YOU SO MUCH. COMMISSIONER PAPAN.

GINA PAPAN: THANK YOU TO THE PUBLIC WHO CALLED IN. I THINK MANY OF US REALLY REALIZE HOW SIGNIFICANT THESE FINES AND FEES HAVE BEEN IN THE PAST, AND HOW THEY HAVE IMPACTED THE COMMUNITIES. I AM CONCERNED THAT WHEN WE SAY "CONTACT OUR OFFICE" HERE, I REALLY WANT TO MAKE SURE THOSE CONTACTS ARE NOT LOST, THAT WE ARE REALLY TAKING -- THIS IS THE FIRST STEP, BUT WE CAN HELP PEOPLE THROUGH THIS PROCESS, LIKE MANY OF THE CALLERS THAT HAVE COME IN, AND THEY DON'T END UP IN A CYCLE OF THINGS NOT WORKING OUT. WE ARE SHOWING OUR COMMITMENT TO MAKE THIS WORK AND DO NOT WANT TO PENALIZE EVERYBODY WHO IS ALREADY AT THIS LEVEL OF THOUSANDS OF DOLLARS. I HOPE WE CAN RESOLVE THOSE ISSUES AND GIVE PEOPLE OPPORTUNITY TO SUCCEED AND MOVE ON. I DON'T KNOW IF WE HAVE THAT BUILT INTO OUR SYSTEM OR HOW WE'RE ADDRESSING THAT, BUT I BELIEVE THIS COMMITTEE IS REALLY COMMITTED TO DOING THAT. SO IF THAT CAN BE ANSWERED HERE, THAT

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WOULD BE GREAT, AND I APPRECIATE EVERYBODY'S HARD WORK AND EFFORT. THANK YOU.

AMY WORTH, CHAIR: THANK YOU, COMMISSIONER. YOU KNOW, I WONDER IF STAFF -- I KNOW THE EXPERIENCE MANY OF US HAVE HAD, WE ARE AWARE, WE HAVE BEEN CONTACTED BY THE PUBLIC AND REFER THEM TO THE CUSTOMER SERVICE FASTRAK OPERATION AND THEY WORK WITH THOSE CUSTOMERS. ANDY, DO YOU HAVE ANY COMMENTS TO SHED LIGHT IN TERMS OF SOME OF THE PROCESS CURRENTLY IN PLACE? AND, OBVIOUSLY, IF THE COMMITTEE TAKES ACTION TODAY, THE NUMBERS WILL CHANGE, OF COURSE. BUT?

ANDREW FREMIER: COMMISSIONER, I THINK THE REDUCTIONS AND PENALTIES THAT WE HAVE ALL DISCUSSED IF WE CAN GET THOSE THROUGH AUTHORITY THAT GOES A LONG WAY TOWARDS SOLVING THE MAJORITY OF PROBLEM THAT ARE BEING DISCUSSED WHEN IT COMES TO INDIVIDUALS WHO FIND THEMSELVES IN THOSE SITUATIONS WE ENCOURAGE THEM TO GET IN CONTACT WITH US, THE BEST WAY TO DO SO IS THROUGHOUT WEB SITE BAY AREA FASTRAK.GOV OR THROUGH OUR MTC INFO STAFF WILL WORK WITH THEM IN THE POSITIONS BEING DESCRIBED. WE CERTAINLY TAKE TO NOTE THAT THE KIND OF PROBLEM PEOPLE ARE TALKING ABOUT AND WE'RE DEFINITELY SUPPORTING RESOLUTION OF THOSE WITH JUST TRYING TO COLLECT THE TOLL, WHICH IS AN AUTHORITY RESPONSIBLE. AND THAT'S OUR GOAL.

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AMY WORTH, CHAIR: ANDY THANK YOU FOR THAT. I MISSPOKE. I WAS THINKING OUR COMMITTEE HAD THE FINAL AUTHORITY. WE ARE ON THIS TODAY, BUT WE WILL BE VOTING AND MAKING A RECOMMENDATION AND THE FINAL DECISION WILL BE MADE BY BATA AS A WHOLE. SO, THANK YOU FOR THAT CLARIFICATION. HILLARY, COMMISSIONER RONEN, AND COMMISSIONER CHAVEZ, PLEASE?

DIR. HILLARY RONEN:. I WANT TO SECOND COMMISSIONER PAPAN'S COMMENTS WANT TO THANK THOSE OF YOU WHO TOOK THE TIME TO SPEAK TODAY, THE HISTORIC STORIES ILLUSTRATE THE URGENT NEED TO GET THIS DONE AND THIS APP IS PROPOSE, THE PROBLEM IS THERE ISN'T A MECHANISM THAT MEETS THEIR LIVES WHERE THEY'RE AT AND HOW THEY CAN PAY. SO, AGAIN, I KNOW WE HAVE COMMUNICATE SEVERAL TIMES OVER, THE URGENCY OF GETTING THESE PAYMENT PLANS IN PLACE, IN ADDITION REDUCING THE PENALTIES. BUT I THINK NOTHING IS MORE COMPELLING THAN HEARING FROM THE PEOPLE THEMSELVES THAT ARE FACING ALL OF THIS UNNECESSARY ANXIETY AND STRESS OF HAVING THESE MASSIVE BILLS OVER THEIR HEAD, WHEN, IF THEY HAD -- THERE HAD JUST BEEN AN EASY WAY TO PAY, THEY WOULD HAVE DONE SO ALREADY. THANK YOU.

AMY WORTH, CHAIR: THANK YOU, COMMISSIONER. COMMISSIONER CHAVEZ?

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CINDY CHAVEZ: THANK YOU. I JUST WANTED TO ASK ANDREW, THE LAST THING THAT YOU SAID, I JUST WANTED TO MAKE SURE THEY UNDERSTOOD IT. YOU WERE SAYING THAT THE GOAL IS REALLY TO COLLECT THE TOLL, THAT, YOU KNOW, WHAT WE'RE OWED FOR SOMEONE CROSSING THE BRIDGE? I DIDN'T UNDERSTAND THE IMPLICATIONS OF THAT RELATIVE TO THE -- RELATIVE TO THE QUESTION THAT COMMISSIONER PAPAN ASKED? OR STATEMENT SHE MADE.

ANDREW FREMIER: MAYBE, COMMISSIONER PAPAN, COULD YOU RE-ASK IT, BECAUSE MY POINT WAS, COMMISSIONER CHAVEZ IS REALLY WE AREN'T IN THE PENALTY GAME WE JUST COLLECT A TOLL AND TRY TO MEET THE OBLIGATION AROUND THAT BUT WE WILL WORK WITH ANY CITIZEN BECAUSE WE KEEP TRYING TO IMPROVE TOUCH POINTS AS WE HAVE BEEN TALKING ABOUT TODAY AND WILL CONTINUE TO DO SO. AS WE MENTIONED EARLIER IN THE MESSAGING, BY MAKING THE CUSTOMER MESSAGE EASIER, HOPEFULLY THE CALL WAITING TIMES WILL CONTINUE TO GO DOWN, IT IS VERY EASY TO CALL DIRECTLY THE FASTRAK CUSTOMER SERVICE CENTER, IN THE EVENT PEOPLE ARE STILL HAVING TROUBLE WITH THAT EVEN THOUGH WE'RE MAKING SIGNIFICANT IMPROVEMENTS, CONTACTING MTC DIRECTLY WILL ALSO GET THEM TO A SOLUTION. AND OUR EFFORT IS ALWAYS TO COST OF TOLL COLLECTION RESPONSIBILITY AND AVOID THE PENALTY CONUNDRUM WE HAVE NO INTEREST IN THE PENALTY ENVIRONMENT.

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CINDY CHAVEZ: ARE YOU SAYING THAT THE POLICY IN PLACE TODAY TO CHARGE SOMEONE ONLY THE TOLL AND REMOVE THE PENALTIES?

ANDREW FREMIER: WELL, ONE OF THING ACTIONS THAT WE HAVE BEEN TALKING ABOUT IS WE HAVE A DIFFICULT PROCESS TO NAVIGATE IN TERMS OF HOW YOU GET RELIEF ON PENALTIES WE'RE TRYING TO MAKE THAT MUCH MORE TRANSPARENT AND MUCH MORE SIMPLIFIED AND TO COMMISSIONER PEDROZA'S POINT WE WOULD LIKE TO GET YOU INTO THE FASTRAK SYSTEM AND THAT'S OUR WAY OF RELIEVING THE PENALTIES. WE WILL BE FOCUSING ENERGY IN THE ACKNOWLEDGE MONTHS, AS WAS MENTIONED, TO SEE IF THERE IS MORE WAYS TO SIMPLIFY THAT MESSAGE AND MAKE IT THAT MUCH MORE OBVIOUS THAT ALL WE WOULD LIKE TO DO IS GET YOU AS SIMPLY INTO THE FASTRAK SYSTEM AS POSSIBLE.

CINDY CHAVEZ: WE JUST HAD PEOPLE CALL IN AND SAY, HEY, I OWED $25,000, AND I KNOW THE ORIGINAL GOAL -- AND I TOTALLY GET THERE IS A MILLION SIDES TO EVERYTHING STORY I'M NOT PICKING A SIDE HERE -- HERE IS WHAT I'M CONCRETELY ASKING IF SOMEBODY OWED US $25,000 AND THEIR ORIGINAL TOLL WAS 300, DO WE HAVE THE ABILITY TO PLAN TO WORK OUT THE ORIGINAL 300 AND REMOVE THE DEBT COMPLETELY? RIGHT NOW? AND ARE YOU DOING THAT?

ANDREW FREMIER: WE DO NOT HAVE A METHOD FOR A PAYMENT PLAN FOR THE TOLL. NO.

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CINDY CHAVEZ: OKAY WE DON'T HAVE A PAYMENT PLAN METHOD, DO WE HAVE THE ABILITY TO REMOVE THE EXCESS LATE FEES AND ALL OF THAT?

ANDREW FREMIER: YES.

THERESE MCMILLAN: IF I COULD, JUST TO JUMP IN, COMMISSIONER CHAVEZ, I THINK YOU'RE MAKING A GOOD POINT AND I WANT TO CLARIFY. I KNOW THERE THINK THERE ARE TWO-WAYS WE'RE MOVING ON THIS, ONE IS DEALING IN A CASE BY CASE BASIS WHEN THOSE ARE BROUGHT TO ATTENTION AND WE HAVE BEEN ABLE TO IN THE PAST BEEN ABLE TO WORK THROUGH MECHANISM THERE IS, THIS PRESENTATION TODAY, IS FOCUSING ON THE LARGER ISSUES THAT MANY OF OUR SPEAKERS BROUGHT UP, WHAT ARE THE SYSTEMIC CHANGES THAT ALSO HAVE TO BE PUT IN PLACE, IN TERMS OF DEALING WITH THIS CIRCUMSTANCE. SO I JUST WANT TO --

CINDY CHAVEZ: YEAH, AND I DO UNDERSTAND THAT. I'M RESPONDING TO THE CONSTITUENT CONCERNS. IS IF WHAT YOU ARE SAYING IS THAT THE LEGAL REPRESENTATIVES AND THE OTHERS WHO SPOKE TODAY -- BECAUSE SOME WERE SAYING THEY USED THE PROCESS AND IT DIDN'T WORK. BUT WHAT YOU'RE SAYING, I WANT TO MAKE SURE THAT IF I SENT A CONSTITUENT OVER, I GET THAT WE'RE GOING TO FIX THE PAYMENT PLAN PORTION, BUT -- ACTUALLY, I DON'T REALLY

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UNDERSTAND -- I GUESS WHAT YOU'RE SAYING THERESE IS, WE'RE MID--SHOW HERE. I JUST WANT TO UNDERSTAND WHAT THE ABILITY OF THE PERSON WE'RE DEALING WITH, TO RESOLVE THEIR ISSUE IS. AND WHAT YOU'RE SAYING RIGHT NOW, IS YOU HAVE THE ABILITY TO REMOVE ALL DEBT FROM -- OR ALL LATE PAYMENTS AND OR ALL LATE FEES. YOU HAVE THE ABILITY DO THAT RIGHT NOW?

ANDREW FREMIER: WE DO. AND USUALLY EVERY CASE IS DIFFERENT AND THERE IS COMPOUNDING STORIES THERE, THEY'RE COMPLICATE WE'RE REALLY IN THE BUSINESS OF COLLECTING JUST THE TOLL.

CINDY CHAVEZ: WHEN THIS COMES BACK TO THE COMMITTEE FOR DISCUSSION I WOULD REALLY LIKE TO KNOW WHAT THE OUTSTANDING DEBT IS AND WHAT THE RANGE OF THOSE DEBTS ARE. IT'S A LITTLE HARD TO -- JUST OUT OF CURIOSITY, AND THE RATE PAYMENT NOW THAT PEOPLE ARE ACTUALLY PAYING, BECAUSE I THINK THE NEXT PIECE YOU'RE GOING TO TRY TO ADDRESS REST ON THE BASELINE INFORMATION THAT CHAIR PEDROZA ASKED. I WANT TO UNDERSTAND OUR DEBT PROFILE, THE RANGE OF DEBT, THE LENGTH OF THE DEBT, AND THE UNPAID DEBT AND HOW LONG WE HAVE HAD THAT UNPAID DEBT. IT WOULD HELP US UNDERSTAND WHAT IF THERE IS -- ANYWAY, WHAT NEXT STEPS TO TAKE. THANK YOU.

ANDREW FREMIER: COMMISSIONER, I APPRECIATE THAT. SCALE IS IMPORTANT AND I FEEL WE NEED TO FIGURE OUT WAYS TO BRING THAT

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FORWARD TO YOU. THERE ARE CASES HERE IN BOTH DIRECTIONS AND WE WOULD BE HAPPY TO START TO INVESTIGATE THAT MORE WITH YOU, DIRECTLY.

AMY WORTH, CHAIR: THANK YOU. COMMISSIONER JOSEFOWITZ?

NICK JOSEFOWITZ: YEAH. I JUST WANTED TO REITERATE WHAT OTHER COMMISSIONERS HAVE SAID RESPONSE. I WANT TO ACKNOWLEDGE THE FOLKS THAT CAME IN AND TOLD THOSE STORIES THOSE ARE REALLY DIFFICULT STORIES TO TELL. AND I'M SORRY YOU HAVE THOSE EXPERIENCES AND WE'LL DO WHAT WE CAN TO TRY AND MAKE THAT BETTER.

AMY WORTH, CHAIR: THANKS. I'M HAVING -- OKAY.

KIMBERLY WARD, CLERK: JUST SO YOU KNOW, WE IS SEE AND HEAR YOU.

AMY WORTH, CHAIR: THANK YOU. SUDDENLY SOMETHING HAPPENED TO MY COMPUTER. AND I COULDN'T SEE. NICK, THANK YOU FOR YOUR COMMENTS. THEY'RE VERY RELEVANT.

AMY WORTH, CHAIR: THANK YOU TO EVERYONE WHO PARTICIPATED IN THIS PROCESS APPRECIATE PEOPLE COMING TO OUR MEETINGS BOTH PAST AND TODAY, AND COMMISSIONERS FOR YOUR THANK YOU FOR YOUR

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SUSTAINED EFFORT AND REALLY WANT TO THANK STAFF FOR YOUR HARD WORK. THE THERE HAS BEEN -- SUCH A TREMENDOUS AMOUNT OF WORK TO BRING US TO THIS POINT. AND I AM INDEED GRATEFUL. SO, WITH THAT, I WOULD ENTERTAIN A MOTION FROM OUR COMMITTEE TO REFER BATA RESOLUTION NUMBER 52 REVISED TO THE AUTHORITY FOR APPROVAL, AND APPROVE THE CONTRACT CHANGE ORDER WITH STATE AND LOCAL SOLUTIONS.

GINA PAPAN: PAPAN MOVES.

AMY WORTH, CHAIR: PAPAN MOVES.

DAVID RABBIT: RABBIT, SECOND.

AMY WORTH, CHAIR: SECOND BY COMMISSIONER RABBIT WITH THAT IF THERE IS NO FURTHER DISCUSSION MAY WE HAVE ROLL CALL.

KIMBERLY WARD, CLERK: [ROLL CALL VOTE] PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT

NATHAN MILEY: I'M --

NATHAN MILEY: I'M HERE.

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AMY WORTH, CHAIR: THANK YOU. NEXT ITEM 5B BATA RESOLUTION 147 AUTHORIZING 2022 PLAN OF FINANCE AND GOOD FAITH ESTIMATE. I WOULD LIKE TO TURN TO STAFF, PLEASE, FOR THIS PRESENTATION.

BRIAN MAYHEW: GOOD MORNING EVERYBODY. I'M BRIAN MAYHEW. I DO WORK IN FINANCE. WE'RE HERE TO TALK TODAY ABOUT THE PLAN FINANCE FOR FY2022, RESOLUTION 147 AND THE ACCEPTANCE OF THE GOOD FAITH ESTIMATE. CAN WE BRING UP THE PRESENTATION, PLEASE?

KIMBERLY WARD, CLERK: BEAR WITH US A MOMENT.

BRIAN MAYHEW: SUMMARY, TALKING ABOUT THE LAST RESOLUTION HAD WHICH WE'RE REQUIRED TO SHOW WHAT WE DID WITH THE AUTHORITY, AND TALK ABOUT THE DEBT PORTFOLIO, BREAK DOWN, AND NEXT PART WILL BE DISCUSSION, AND DIFFERENCE THIS YEAR BETWEEN OTHERS SINCE 2017 REQUESTING MONEY BONDS SINCE 2017 AND GO THROUGH ALL THE DETAILS. THERE WE GO. FLIP THE PAGE. ALL RIGHT. WE WENT THROUGH THOSE POINTS AND IT DID SAY IT INCLUDES GOOD FAITH ESTIMATE SO WE'LL KEEP THE LAWYERS HAPPY ON THAT ONE. I HAVE A COUPLE OF PEOPLE WITH ME, BOB RICH WHICH IS THE MANAGING DIRECT OF PFM. I AM NOT ALLOWED TO DO ANYTHING WITHOUT A MUNICIPAL ADVISER GIVING ME MUNICIPAL ADVICE, AND BRIAN ROCKWELL IS A MANAGING DIRECTOR AT MERRILL LISTEN, B OF A, JUST IN CASE SOMETHING ABOUT THE MARKET COMES UP THEY'RE HERE AVAILABLE TO ANSWER QUESTIONS. NEXT PAGE. RESOLUTION 142,

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THAT WAS THE LAST PLAN OF FINANCE THAT WE HAD, AND IT'S RELATIVELY STANDARD AUTHORIZES US TO ISSUE REFUNDING BONDS FOR SAVINGS MINIMUM OF 3% WE HAD BONDS, TECHNICALLY WAY TO SAVE MONEY AND DECLUTTERING OUR PORTFOLIO AND $40 MILLION IN LETTERS OF CREDIT THOSE ARE CRUCIAL TO US. I'LL TELL YOU ABOUT THAT IN A SECOND. WE GENERATED REFUNDED ABOUT 710 MILLION FAR EXCEEDING THE 3% MINIMUM, $213 MILLION IN CASH FLOWING SAVINGS WILL GO TO THE AUTHORITY WE REFUNDED 3,262 MILLION IN AVAILABLE RATE BONDS AS THEY CAME DUE AND BRAGGING RIGHTS WE WALKED IN VERY ATTRACTIVE COST OF FUNDS OVERALL 2.23% BIG IMPROVEMENT ON OUR MODELING MEMBERS. LAST POINT GETS TECHNICAL IN THE SENSE THAT WE STRIVE TO REDUCE MAXIMUM ANNUAL DEBT SERVICE COMPONENT THAT GIVES CAPACITY TO ISSUE ADDITIONAL PROJECT FINANCING TO DO ADDITIONAL WORK AT THE RATINGS THAT WE HAVE NOW. NEXT PAGE. SNAPSHOT OF THE PORTFOLIO. AS YOU CAN SEE IT BREAKS DOWN INTO STRAIGHT AVAILABLE RATE BONDS, ABOUT 14%. THAT'S WHY THOSE LETTERS OF CREDIT ARE SO IMPORTANT. WITHOUT THOSE LETTERS OF CREDIT THE BONDS WOULD BE PUT RIGHT AWAY AND WOULD DRAIN THE MILLIONS OF DOLLARS IN CASH UNTIL WE COULD ACTUALLY REFINANCE THOSE BONDS AGAIN WITH LETTERS OF CREDIT BONDS CAN BE PUT TO RESOLD. CASH INTEREST WE PAY ON BONDS VERY USEFUL. IN THE HIGH INTEREST RATE ERA. 70 PERCENT OF THE PORTFOLIO IS TRADITIONALLY FIXED RATE BOND AND SENIOR VERSUS IS YOU BORED NAT DIDN'T WE DIVIDE UP AS A MEANS OF BALANCING THE PORTFOLIO TO WHERE WE CAN KEEP A MAXIMUM FLEXIBILITY BUT

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THE HIGHEST RATINGS WITHIN THAT FLEXIBILITY. AND AS YOU CAN SEE THE RATINGS ON THE LEFT, BATA IS THE HIGHEST RATED TRANSIT AGENCY IN THE COUNTRY. I THINK IT IS, NOW, THE HIGHEST RATED TOLL AUTHORITY IN THE COUNTRY, ALTHOUGH THERE IS ONE IN OHIO OR SOMETHING THAT HANGS OUT WITH US. AS YOU CAN SEE THE RATINGS, WITH THE EXCEPTION OF ONE, WE'RE STILL IS WORKING ON MOODY'S TO GET THEM UP TO THE AA, AA CATEGORY BUT NOT QUITE THERE YET IF THE PANDEMIC HADN'T HIT WE WOULD HAVE BEEN PUSHING TO CHANGE RATINGS TO TRIP A, AA. HOWEVER IF THE PANDEMIC HADN'T CHANGED A LOT OF THAT. NEXT. THIS ONE IS IMPORTANT. THE GRAPH, BLUE LINE AT THE TOP IS A REVENUE BOND INDEX ENTERPRISE CREDITS WATER UTILITIES AND OTHERS THAT EXIST ON FEES AND CHARGES THEY V AND THE ONE ON BOTTOM IS WHAT'S CALLED THE SFMA INDEX, SECURITIES INDUSTRY, SOMETHING, FINANCIAL MARKETS THAT IS THE PROXY FOR OUR AVAILABLE RATE BONDS. THE TWO LINES THAT MATTER, AS YOU CAN SEE, OVER HISTORY, WE HAVE AVERAGED WELL NORTH OF 5% FOR MOST OF BATA'S HISTORY. IN THE LAST FEW YEARS, WE HAVE BEEN SOUTH AT 5%. BUT IF YOU LOOK AT THE AVERAGE RATE ACROSS ALL THE YEARS, YOU ARE LOOKING AT JUST UNDER FOUR AND A HALF PERCENT. IF YOU LOOK AT THE AVERAGE RATE OVER ALL THE YEARS FOR BATA PORTFOLIO, IT'S 382. SO WE HAVE ACTUALLY GOT A PORTFOLIO THAT HAS REALLY STOOD THE TEST OF TIME, AND RATING AGENCIES HAVE ALWAYS REFLECTED OUR FLEXIBILITY AND THAT'S CERTAINLY IMPORTANT. THE BOX ON THE RIGHT IS OUR SECOND BRAGGING POINT. THOSE ARE REFINANCES WE

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HAVE UNDERTAKEN AND $700 MILLION ARE PRESENT SAVINGS OF THOSE INDIVIDUAL DEALS. FROM A CASUAL BASIS BETTER THAN THAT. THAT'S PRESENT VALUE, WHAT IT'S WORTH TO YOU, NO MATTER ALONG THE 30 YEAR SCALE THAT'S SOMETHING WE HAVE BEEN VERY HAPPY WITH. THE LAST POINT ON THIS GRAPH, AND I WILL POINT IT OUT, THE BLUE LINE AS YOU SEE, IS DROPPING DOWN AS IF A TEMPERATURE WERE GOING DOWN. THAT'S VERY IMPORTANT TO US. AS YOU CAN SEE WE'RE IN AN INTEREST RATE ENVIRONMENT THAT IS ACTUALLY HISTORICALLY LOW. NOW FOR, FOR 20 YEARS, I HAVE BEEN IN AN INTEREST RATE ENVIRONMENT THAT IS HISTORICALLY LOW, THIS IS HISTORICALLY LOWER THAN HISTORICALLY LOW. THIS GIVES AN EXCELLENT OPPORTUNITY TO BE IN THE MARKET TO BE ABLE TO DO WHAT WE WANT TO DO IN ROLLOVER AND FUNDING'S AS OPPORTUNITY TO GET WHAT NEW MONEY BONDS AT INTEREST RATES LONG-TERM INTEREST RATES AT BARGAIN BASEMENT RATES IT'S GONE UP A LITTLE BIT BUT IT'S STILL INCREDIBLY LOW. SO THIS DOES GIVE YOU A VIEW, THAT BLUE LINE, IT'S THE MARKET WE'RE IN AND THE OPPORTUNITY WE HAVE FOR NEW MONEY BONDS AND TO MAXIMIZE OUR ABILITY TO FINANCE PROJECTS AT THE LOWEST POSSIBLE COST. GO TO THE NEXT ONE. THIS IS JUST THE BASICS. THE HEART AND SOUL, THERE ARE TWO THING THAT WE CALL THE HEART AND SOUL OF BATA'S RATINGS. FIRST WON ONE IS LIQUIDITY, AND THE SECOND ONE IS LONG RANGE MODEL. YEARS AGO WHEN WE GOT DOWNGRADED, IN 2002, WE WERE DOWNGRADED BY FITCH AND ONE OF THE REASONS IS BECAUSE OUR MODELS DID NOT MATCH THE LIFE OF THE ASSETS, WHICH NOBODY'S MODELS MATCHED

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THE ASSETS IN THE INFRASTRUCTURE FINANCING BUSINESS. WE TOOK THAT TO HEART AND CREATED IT. OBVIOUSLY BRIDGES LAST MORE THAN 30 OR 40 YEARS. WHAT THE RATING AGENCIES TOLD US IS THEY CAN'T EVALUATE THE ADEQUACY OF THE TOLL IF THEY CAN'T EVALUATE THE LIFE OF THE STRUCTURE, OF THE REVENUES, AND THE EXPENSES OF THE BRIDGES. SO WE DEVELOPED A LONG RANGE MODEL. THE REVENUE SIDE OF IT ISN'T THAT HARD, THE EXPENSE SIDE ISN'T THAT HARD. THE REAL HARD PART OF IT IS, OF COURSE, THE INFRASTRUCTURE COST. THAT'S TOUGHER. AND OVER THE YEARS, WE HAVE USED KPMG'S ASSET MANAGEMENT GROUP TO DEVELOP A VERY, VERY COMPLEX MODELS FOR US TO USE AS DEPRECIATION MODELS THAT ARE ADDED INTO THE MODELS THAT YOU SEE. YOU SEE THE BOTTOM CORNER, YOU SEE THE EXAMPLES, OUR MODELS, WHEN YOU SEE THE TOP-RIGHT BOX, FOR EXAMPLE, THAT IS NET OF ALL OF THE PROJECT EXPENSES THAT WE HAVE EVALUATED AND COSTED, THAT WE GET, WE DRAW FROM WHAT CALTRANS IS WORKING O CALTRANS'S FUTURES, OUR OWN BATA ADD THEM ALL TOGETHER, PUT IN DEPRECIATION SCHEDULE AND THAT GIVES US LINEAR ANALYSIS OF WHAT THE OVERALL EXPENSE LOOKS LIKE GOING INTO THE NOT A PREDICTION OF WHAT WILL RELATIONSHIP HAPPEN ON THE BRIDGES BUT A LINEAR REGRESSION MODEL, BASELINE AS TO WHAT TO EXPECT FOR THE BRIDGES AND BRIDGE REHABILITATION, REPAIR COSTS GOING TO BE OVER THE LONG-TERM. WE CONTINUE UPDATE MODELS, FOR THE END OF 2021 IT'S BEEN UPDATED AND AM COMPLEX UPDATE OF KPMG MODEL UPDATED THREE TIMES NOW AND INCORPORATED THAT INTO OUR WORK. AND HIGHLIGHT

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HOW IMPORTANT THE MODEL AND OUR LIQUIDITY ARE TO OVERALL RATINGS, STRONGEST RATINGS OF ANY TYPE OF THIS TYPE, BETTER THAN ANYONE IN THE COUNTRY. OKAY. AS WE GO INTO -- THAT GETS THE HISTORICAL PART, AS WE GET INTO THE PLAN OF FINANCE FOR FISCAL '22. WE HAVE SOME WORK TO DO. WE HAVE ABOUT A BILLION DOLLARS OF WORTH OF ROUTINE MAINTENANCE HERE. DEBT MATURING AND ROLLOVER REFINANCE IT OUT, AND RENEWALS $400 MILLION AGAIN VERY IMPORTANT FOR ACCOUNTING PURPOSES AND PROTECTION BOND HOLDERS DOING THAT IN ADVANCE AND HAVE GOTTEN CLOSE TO FINISHING OUR NEGOTIATIONS ON IT AND I THINK WE'RE CLOSE TO SIGNING THE RENEWALS WHICH WE WILL DO IN NEW YORK NEXT WEEK. I HOPE. BRIDGE PROJECT REIMBURSEMENT, AGAIN, FIRST TIME WE HAVE BEEN IN THE MARKET SINCE FISCAL '17 AS FAR AS NEW MONEY IS CONCERNED PROPOSE $700 MILLION IN NEW BONDS BASICALLY REFRESHING PROJECTS THAT ARE THE PROJECT RESERVES RIGHT NOW ELIMINATING CURRENT FUNDING DEFICIT THAT WE HAVE ON THE BOOKS, READINESS BASE AND COMBINATION OF BOND PROCEEDS PROJECTED REVENUE SURPLUS OVER THE NEXT TWO YEARS SHOULD KEEP PROJECTS AND PLANS REHAB PROJECTS FULLY FUNDED UP TO 2027.

AMY WORTH, CHAIR: BRIAN, I KNOW THIS IS IMPORTANT. IF YOU HAVE A POINT WHERE YOU WOULD LIKE TO TAKE QUESTIONS FROM THE COMMITTEE THAT WOULD BE GREAT.

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BRIAN MAYHEW: OKAY. GREAT I'LL JUST -- LET'S -- WELL, THIS NEXT PAGE SHOWS YOU WHAT THE PORTFOLIO MAINTENANCE COMPONENT IS AND THAT'S BASICALLY JUST A MATTER OF GETTING -- WE HAVE A CERTAIN AMOUNT OF LIQUIDITY THAT LIQUIDITY ALLOWS US TO BRING IN BONDS AND REFINANCE THEM GOING INTO THE FUTURE WITHOUT INTERFERING WITH OUR OPERATIONS. WE LOOK TO KEEP THAT AROUND 4 TO 500 MILLION AS YOU CAN SEE IN THE MODEL BETWEEN BONDS MATURING AND LOCS DUE THAT IS WHERE WE KEEP IT. ALL MODELS TALKING ABOUT FINANCING ARE TALKING ABOUT THE TOLL AS ONLY THE FIVE THERE TOLL. WE'RE NOT TALKING ABOUT THE RENTER RM3 DOLLARS THAT WE'RE COLLECT NOR THE RM3 DOLLAR THAT WILL COME IN JANUARY OF '22 AND JUST, AS WE LOOK AT IT, WE HAVE BEEN VERY CLEAR. AND THIS IS SOMETHING WE HAVE REPEATED BOTH IN FINANCING, AND IN THE ANNUAL BUDGET MESSAGES. THE FIVE THERE TOLL WAS NEVER MEANT TO HANDLE 200 PLUS MILLION IN REHAB PROGRAMS IT WAS MEANT BUILD RM2 AND 3. IT'S NOT DESIGNED FOR THE LEVEL WE'RE LOOKING AT IN THE FUTURE. WE HAVE EVALUATED THE PAY GO SIDE OF IT WHICH IS BASICALLY DOING IT ON A CASH FLOW BASIS IN THE NEXT TEN YEARS 600 MILLION SHORT WE LOOKED AT FINANCING REIMBURSING OUR PROJECT SINCE 2017, AND LOOKING AT HOW THAT HANDLES THE CURRENT PROJECTS AND THAT GIVES US A MODEL PICTURE GOING THROUGH TO 202027. I'M GOING TO GET TO THESE VERY QUICKLY BUT I COUPLE OF POINTS. NEXT SLIDE. JUST TO MAKE CERTAIN. AS YOU SEE HERE, THIS IS A LIST OF THE PROJECT EXPENDITURES SENTENCE 2017. YOU CAN SEE $1.1 BILLION WENT

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INTO PROJECTS ADDITIONALLY 225 MILLION WE REPAID DIDN'T SEE THIS WE CAN MAINTAIN COVERAGE REQUIREMENT IN THE LAST TWO YEARS AND ESTIMATE REVENUE LOSS FROM THE COVID CRASH OF ABOUT $350 MILLION YOU CAN SEE IMPACT ON PROJECT RESERVES AS SURPLUS CAPITAL IS $1.1 BILLION THE NEED FOR NEW MONEY BOND IS ALMOST ENTIRELY COMPLETELY DRIVEN BY THE PANDEMIC AND CRASH AND LOSS OF TRAFFIC AND REVENUE. NEXT PAGE. YOU CAN SEE THE BALANCE. YOU CAN SEE THE BOTTOM LINE GOING N THE BALANCE 1.1 BILLION, YOU CAN SEE WHERE IT IS NOW. BATA HAS -- KEY TO BATA IS LIQUIDITY, OPERATING WHICH PROTECTS OPERATING SIDE AND YOU SEE 2008 AND THE SECOND IS PROJECT SIDE ALLOWING US TO DO PROJECTS ON A READY BASIS AS OPPOSED TO WAITING TO HAVING TO CLEAR CASH FLOW. THIS IS A ROUTINE MATTER FOR BATA WE HAVE BEEN DOING IT FOR 20 YEARS AND WE GET TO POINT WHERE WE DRAWDOWN CASH UNTIL WE FEEL UNCOMFORTABLE, AND ISSUE LONG-TERM BOND TO REPLENISH AND THROUGH RECESSION AND TOUGH MARKETS AND CONTINUE. WE HAVE $590 MILLION IN EXISTING PROJECTS THAT DON'T HAVE FUNDING. AND THEN WE LOOK AT WE HAVE $138 MILLION IN REHAB PROJECTS AND ANOTHER BILLION DOLLARS PLAN FOR THE OF THE FACTS TEN YEARS. THIS IS WHAT WE'RE FACING. LET'S SKIP A FEW PAGES AND GET TO PAGE 16. THIS IS WHAT WE'RE ASKING. WE WOULD ASK TO ISSUE ROUGHLY $700 MILLION IN NEW BONDS WHICH WOULD REIMBURSE OUR EXPENSES AND REFRESH OUR PROJECT CASH RESERVE ELIMINATING CURRENT DEFICIT FULLY FUND PLANNED PROJECTS TO '27 AND IT WILL CUSHION -- NOT PROTECTION BUT WILL CUSHION PROJECT DELIVER

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SIDE OF THINGS AGAINST ANOTHER IMMEDIATE CRASH AT LEAST THROUGH THE NEXT FEW YEARS. PARAMETERS. A COUPLE OF THINGS, THEN WE'LL BE DONE. RESOLUTION PARAMETERS ON THE NEXT PAGE, ALL STANDARD, HAVEN'T CHANGED IN YEARS. TAX EXEMPT FINAL MATURITY 40 YEARS, TAXABLE, 50 YEARS NEW MONEY 700 BILLION IN NEW MONEY BONDS MAX REWARDS 5% FINANCING THESE ARE [INDISCERNIBLE] SOMETHING WITHIN THESE PARAMETERS OR WE CAN'T FINANCE -- [INDISCERNIBLE] NEXT ASSUMPTIONS I WON'T GO OVER ASSUMPTIONS BUT JUST SIMPLY THAT WE'RE PROJECTING REVENUE TO OTHER THAN AND BE RESTORED JUST BEFORE 2025 YOU LOOK AT THE COLUMN ON THE LEFT IT SAYS 2022, IT WOULD BE 90% OF THE FY '19 LEVELS. WE'RE A LITTLE ABOVE THAT RIGHT NOW SO PROJECTIONS ARE GOOD. THE PARTS ON THE BOTTOM MAY LOOK CONFUSING BUT ARE IMPORTANT WE'RE NOT PROJECTING NEW TRAFFIC WE'RE TAKING THAT HORIZONTAL LINE, IT'S THERE TO TELL THAT YOU WE'RE PROJECTING ONLY TO THE FY '19 TRAFFIC LEVEL AND NOT PROJECTING ANY ABNORMAL INCREASES BEYOND THAT AND THAT'S WHAT WE'LL GO OUT TO MARKET W AND I THINK THAT IS A VERY IMPORTANT POINT FOR THE INVESTORS AND THE RATING AGENCIES TO UNDERSTAND. IT LOOKS LIKE A BIG JUMP IN '21, AND '22 -- ACTUALLY REALLY '22 AND '23. SIMPLY GETTING BACK IN OUR PRODUCT AND TRAFFIC MODELS THAT WE'RE STILL ON THIS TRACK. THE NEXT PAGES, A FEW WORDS FROM OUR LAWYERS, INITIAL BONDS TEST ON RESOLUTIONS WE HAVE 150 COVERAGE AND HISTORICAL PROJECTED, ONE SPHENE FOR THE LAST COMPLETED AUDIT, THE UNAUDITED NUMBERS FOR THIS YEAR ARE 1.55.

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WE WILL HAVE THE AUDITED NUMBERS BEFORE WE COMPLETE IT, SO THAT'S THE TEST WE WILL RELY ON BEFORE WE GO INTO MARKET. NEXT TEST IS PROJECTIONS, AND WE DON'T HAVE TO GO INTO THAT. THE LAST PAGE IS THE LAWYERS AND FOOTNOTES THAT GO INTO OUR BOND ISSUING DOCUMENTS. NEXT PAGE. YOU CAN SEE THIS IS VERY BUSY. BUT THE IMPORTANT NUMBERS ON HERE ARE AFTER LINE H, YOU SEE THE COVERAGE, WHAT ARE COVERAGES ON OUR BONDS. GO DOWN TO LINE 2. YOU SEE COVERAGE WE'RE REQUIRED TO HAVE 1.20 WELL ABOVE THAT AND ONLY USING THE $5 TOLL. IN CASE YOU'RE WONDERING WHERE THE MONEY FROM CALTRANS TOLL COLLECTION WENT, IT IS ON LINE P, ROUGHLY NORTH OF $100 MILLION IF YOU GO BACK TO '22 THAT WOULD HAVE BEEN $32 MILLION, AND THE CASH TOLL COLLECTIONS. REQUEST WE'RE ASKING FOR APPROVAL OF RESOLUTION 147 REFUNDING 277 MILLION ISSUANCE $700 MILLION IN [INDISCERNIBLE] REPLACEMENT $4 MILLION LETTERS OF CREDIT FUNDING $25 MILLION WHICH WON'T BE IN UNTIL 202023, EXISTING BONDS FOR SAVINGS AND DOCUMENTS IN THERE PRELIMINARY OFFICIAL STATEMENT ALL OF THESE DOCUMENTS THEY GO ON FOREVER APPENDIX A, THE PART INVESTORS WANT AND THE BOND DOCUMENTS AND ALL OF THE OTHER GOOD FAITH ESTIMATE WHICH IS REQUIRED BY THE STATE OF CALIFORNIA AND DONE BY AN INDEPENDENT FINANCIAL ADVISER WHICH IS SITTING HERE. AND HE HAS TO DO THAT. AND WE HAVE -- SO, THEN, THIS'S REALLY IT. THE NEXT STEPS WOULD BE THE LAST PAGE AND THAT'S OBTAIN APPROVAL IN OCTOBER AND NOVEMBER WE WILL FINALIZE THE MAN AND SEE IS THE WORLD GET RATINGS WE WILL

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BE TALKING TO THE RATING AGENCIES ON A YEAR-END BASIS TRADITION WITH US TO GO OVER THE NUMBERS IN ADVANCE OF A DETAILED FINANCING. SO WE'LL BE TALKING TO THEM NEXT WEEK. WE'LL BE FINALIZING BOND DOCUMENT IN OCTOBER AND NOVEMBER. PUT EVERYTHING TOGETHER GO OUT TO THE MARKET AND IN DECEMBER WE HOPE TO CLOSE. THAT IS A ROLLING TOUR OF THE PLAN OF FINANCE. I WOULD BE HAPPY TO ANSWER ANY QUESTIONS.

AMY WORTH, CHAIR: GREAT, BRIAN. THANK YOU VERY MUCH FOR THAT REALLY THOROUGH AND DETAILED REPORT ON NOT ONLY THE BACKGROUND, BUT WHAT THE NEED IS, AND WHERE OUR PLAN MOVING FORWARD. BEFORE WE TAKE QUESTIONS AND HAVE DISCUSSIONS, I REALLY WANT TO PUT THIS IN CONTEXT OF THE BATA RECOVERY TASK FORCE. AND I KNOW THAT A NUMBER OF YOU ARE ON THAT SO YOU HAVE GONE INTO DETAIL WITH THE NUMBERS THAT WE HAVE SEEN TODAY BUT ALSO THIS WAS APPROVED BY ALL OF BATA SO WE HAVE ALL APPROVED THIS, SORT OF, FOCUSED REVIEW AND ONE OF THE ELEMENTS WAS TO PROVIDE THE FINANCIAL ABILITY TO CARRY OUT THE -- OUR MAINTENANCE AND COMMITMENTS FOR THE BRIDGES. SO THAT'S WHAT THIS ACTION DOES. BUT I THINK IT'S REALLY IMPORTANT TO REMIND ALL OF US TO BE REMINDED OURSELVES, OF THE OTHER TASKS THAT ARE IMPERATIVE THAT WE DO LOOPING WITH THESE RESOURCES. BECAUSE ONE OF THE BIGGEST CHALLENGES, THAT YOU CAN SEE, THE ONLY FUNDING THAT COMES TO MAINTAIN AND PAY FOR THESE BRIDGES ARE THE TOLL PAYERS. WE DON'T GET ANY MONEY FROM THE STATE OF

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CALIFORNIA, WHETHER IT'S THE SHOP OR ANY OF THESE OTHER FUNDING SOURCES. SO WE ARE TRYING TO GET SOME REIMBURSEMENT FROM THE FEDERAL EMERGENCY FUNDS THAT CAME TO THE BAY AREA, CAME TO CALIFORNIA, PARTICULARLY, BECAUSE, AS YOU CAN SEE FROM THE PAGE THAT BRIAN PRESENTED, LOSS OF TOLL REVENUE DURING THE PANDEMIC HAS REALLY HAD A HUGE IMPACT ON OUR ABILITY TO CONTINUE WITH THE MAINTENANCE PLANS THAT WE HAVE. SO, WE ARE PURSUING THAT. THE OTHER THING IS, YOU KNOW, WE NEED TO CONTINUE TO TRACK TRAFFIC. WELL, PEOPLE THAT ARE ON THE BAY BRIDGE, SEE, YOU KNOW, THERE IS A LOT OF TRAFFIC, AS YOU KNOW, WE STILL DO NOT HAVE THE LEVEL OF TOLLS THAT WE NEED ON ALL OF THE OTHER BRIDGE COLLECTIVELY. SO THE SECOND THING IS COST SAVINGS AND EFFICIENCIES. TWO OF THE RECOMMENDATIONS, FIRST WE NEED TO HAVE AN UPDATED CALTRANS COOPERATIVE AGREEMENT. AND WHEN I LOOK BACK ON THE CONSTRUCTION OF THE SPAN THAT'S BEHIND ME, CALTRANS AND BATA CREATED AN INNOVATIVE PROJECT MANAGEMENT DECISION PROCESS WHERE YOU HAD THIS THE CENTRAL COMMITTEE THAT MADE THESE DECISIONS WE NEED TO LOOK AT THAT COOPERATIVE AGREEMENT. HOW DO WE INCREASE THE EFFICIENCY OF DECISION MAKING. HOW DO WE TRULY HAVE A PARTNERSHIP BETWEEN BATA, WHERE WE'RE BRINGING IN THE REVENUE, AS WELL AS ENGINEERS WORKING ON THE BRIDGES ALONG WITH CALTRANS TO WORK COOPERATIVELY SO THAT UPDATE IS REALLY VITAL. THE -- AND THROUGH THAT, OF COURSE, THERE WOULD BE A COMPREHENSIVE REVIEW. THE THIRD THING IS A COMPREHENSIVE REVIEW OF ASSET MANAGEMENT AND BRIAN HAD

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MENTIONED THE MODELLING THAT WE HAVE DONE IN THE PAST. BUT THE SECOND PIECE S AND AS YOU KNOW, WE'RE BEGINNING -- WITH THE RICHMOND SAN RAFAEL BRIDGE IS REALLY TO DO COMPREHENSIVE STATE OF THE ART ASSET MANAGEMENT. SO WE KNOW WHAT KINDS OF RESOURCES WE'RE GOING TO NEED IN THE FUTURE TO MAINTAIN OUR BRIDGES. AND THE FINAL PIECE, OF COURSE, IS OUR RECOMMENDATION, CREATING A FINANCIAL ABILITY TO BE ABLE TO CONTINUE THE COMMITMENTS THAT WE HAVE TO MAINTAIN THE BRIDGES, KEEPING THEM IN EXCELLENT CONDITION AND RECOGNITION THE TOLL LOSS, WHICH HAS REALLY PUT OUR MAINTENANCE PLAN, HAS HAD US -- WE HAVE DIPPED INTO SAVINGS TO BE ABLE TO DO -- TO CONTINUE FORWARD NOW BUT WE REALLY NEED TO HAVE THE RESOURCES TO HAVE THAT SECURITY UNTIL WE CAN MOVE TO THE NEXT STEP. SO, FORGIVE ME FOR PUTTING IT IN CONTEXT BUT I FELT THAT MIGHT BE HELPFUL AND LET ME TURN TO OUR CHAIR PEDROZA WHO HAS BEEN AN INTEGRAL PART OF THESE DISCUSSIONS TO DATE. THANK YOU.

ALFREDO PEDROZA: THANK YOU CHAIR WORTH. YOU SUMMARIZED IT VERY WELL. I WANT TO THANK YOU AND SUPERVISOR JOSEFOWITZ BOTH OF YOU PART OF THE AD-HOC GROUP THAT WORKED WITH ANDY. THIS IS A SHORT-TERM FIX WE HAVE THINGS TO TALK ABOUT STRUCTURALLY AND WE'LL BUT THIS BUYS TIME TO ADDRESS THE LONG-TERM SYSTEMIC ISSUES. AGAIN VERY SUPPORTIVE OF WHAT WE LAID OUT TODAY, AND A LOT OF EXTENSIVE WORK WENT IN FROM BRIAN AND OUR EXECUTIVE

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DIRECTOR AS WELL TO TRY TO CREATE THIS PLAN. WE HAVE A ROADMAP. IT'S A BRIDGE, NO PUN INTENDED. A PLAN.

AMY WORTH, CHAIR: THANK YOU TO STAFF AND OUR EXECUTIVE TEAM WHO WORK HARD TO COME TOGETHER WITH IN RECOMMENDATIONS FOR US. LET ME SEE IF THERE ARE ANY OTHER COMMITTEE MEMBER COMMENTS? OKAY. SEEING NONE. LET ME TURN TO PUBLIC COMMENT? OH I'M SORRY COMMISSIONER JOSEFOWITZ. I SAW THAT HAND GO UP.

NICK JOSEFOWITZ: I WANT TO THANK YOU, CHAIR WORTH, FOR YOUR FOCUS ON THIS. SOMETIMES WHEN THESE THINGS COME BEFORE COMMISSION IT'S EASY, OH WE'LL JUST ISSUE HUNDREDS OF MILLIONS OF DOLLARS FOR BONDS. I GRATEFUL YOU HAVE TAKEN YOUR ROLE AS CHAIR SO SERIOUSLY. I THINK THE COMMENTS YOU MADE, WE'RE RIGHT ON.

AMY WORTH, CHAIR: ANY OTHER QUESTIONS OR COMMENTS? LET'S MOVE TO PUBLIC COMMENT. ASKING KIMBERLY, HAVE WE RECEIVED ANY WRITTEN COMMENT ON THIS ITEM?

KIMBERLY WARD, CLERK: I HAVE RECEIVED NOTHING IN WRITING, MADAM CHAIR, AND I SEE NO MEMBER OF THE PUBLIC WITH THEIR HAND RAISED AT THIS TIME.

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AMY WORTH, CHAIR: ALL RIGHT. THEN, SEEING NO PUBLIC COMMENT AT THIS TIME, WE'LL BRING IT BACK TO THE COMMITTEE. AND, AGAIN, I WANT TO THANK BRIAN FOR YOUR INCREDIBLE STEWARDSHIP OF PROTECTING THE BRIDGES AND ENSURING THAT WE CAN CONTINUE TO HAVE THE TREMENDOUS BRIDGES THAT ARE SUCH AN ASSET TO OUR REGION AND SO VITAL. SO, WITH THAT -- AND I ALSO LEARNED SO MUCH ABOUT FINANCE FROM YOU. I WAS JUST A HISTORY MAJOR SO I REALLY APPRECIATE THE DETAILED EXPLANATION. YOU MAY NOT KNOW, BUT I HAVE SPENT A LOT OF TIME ON THE PHONE WITH BRIAN, ASKING YOU CAN EXPLAIN THAT ONE MORE TIME SO I CAN GET IT EVEN WHEN I WAS ON VACATION DRIVING DOWN THE 101. I WOULD LIKE TO SEE IF THERE IS ANY FURTHER COMMENT OR DISCUSSION. IF NOT I'LL ENTERTAIN A MOTION FOR BATA RESOLUTION NUMBER 147 AUTHORIZING 2022 PLAN OF FINANCE AND GOOD FAITH ESTIMATE.

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

DIR. HILLARY RONEN: SECOND. RONEN.

AMY WORTH, CHAIR: MOTION BY VICE CHAIR ABE-KOGA AND SECOND BY COMMISSIONER RONEN. I'LL TURN TO KIMBERLY FOR A ROLL CALL VOTE ON THIS ITEM.

KIMBERLY WARD, CLERK: [ROLL CALL VOTE]

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KIMBERLY WARD, CLERK: PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT.

AMY WORTH, CHAIR: THANK YOU VERY MUCH TO ALL COMMISSIONERS AND STAFF WHO WORKED SO HARD ON THIS AND FOR STAFF WHO BROUGHT THIS TOGETHER. WE HAVE A LOT OF WORK AHEAD OF US BUT IT'S COMFORTING TO KNOW THAT WE'LL HAVE THE TOOLS TO DO THAT. THANK YOU VERY MUCH. OUR NEXT ITEM 6A UPDATE ON THE RICHMOND SAN RAFAEL BRIDGE. MAY I TURN TO MR. FREMIER FOR THAT, PLEASE?

ANDREW FREMIER: SURE, COMMISSIONERS. THANK YOU, AGAIN, IT'S ANDREW FREMIER DEPUTY DIRECTOR EVER OPERATIONS. I'LL BE BRIEF. WE HAVE NO PRESENTATION. THAT WAS JUST FOR INFORMATION. WE HAVE BEEN WORKING CLOSELY WITH CONTRA COSTA TRANSPORTATION AUTHORITY, THE TRANSPORTATION AUTHORITY OF MARIN AND ALSO THE PARTNERS AT CALTRANS TO KEEP ON THE SAME PAGE WITH PROGRESS OF WORK GOING ON IN RICHMOND SAN RAFAEL BRIDGE CORRIDOR THE FOUR ITEMS BROUGHT FORWARD IN YOUR MEMO THAT HAS A LOT OF DETAIL ARE UPDATE ON STATUS OF THE TWO PILOTS THAT HAVE THE RUNNING LANE AND LOWER DECK, BIKE AND PEDESTRIAN, PROJECT TRENDING IN A POSITIVE WAY RELATIVE TOWARDS INCIDENTS, WITH RECREATIONAL AND OPPORTUNITIES ON THE UPPER DECK WE'RE SEEING INCIDENTS REDUCED FROM THE RAW DATA AND IMPROVED INCIDENT MANAGEMENT PARALLEL TO WHAT HAD BEEN IN THE PAST. MORE WORK TO DO. PILOT COMPLETES IN 2022, 2023 BUT WE CONTINUE DIALOGUE TO ENSURE

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WE'RE ALL STAYING ON THE SAME PAGE, THE RICHMOND SAN RAFAEL PROJECT FORWARD PROJECTS A SERIES OF BUS PRIORITY HIGH-OCCUPANCY IMPROVEMENTS AS WELL AS OPEN ROAD PART OF THE BLUE RIBBON ADVANCING CONCEPTS WORK BEING DILIGENTLY TO GET THOSE PROJECT EXPEDITED AND ANTICIPATE SOME OF THAT BY 202022 AND LOOK FORWARD TO REPORTING, RECEIVED UPDATE ON THE OPENING OF THIRD LANE DECK WESTBOUND TRAFFIC NOT AS EASY AS IT SOUNDS. WE'RE CONTINUING TO LOOK AT WHETHER THERE IS INTERIM IMPROVEMENTS MOVING PEOPLE THROUGH THE PLAZA INTO MARIN WITHOUT AFFECTING TRAFFIC NEGATIVELY AND FINALLY THE NEWEST PING HAS TO DO WITH THE MARIN WATER SHORTAGE AND WATER LINE WORK. WE'RE ALL WORKING CLOSELY CALTRANS HAS BEEN COLLABORATIVE IN MAKING SURE WE'RE ALL ON THE SAME PAGE WE HAVE A CANNOT INTEREST IN NOT TAKING A THIRD LANE OUT FOR FUTURE OPTIONS FOR USING IT AS A WATER LINE BUT WHATEVER THEY DO WITH THE WATER LINE WILL IMPACT EITHER THE APPROACHES OR BRIDGE ACCESS AND MAINTENANCE. A BIG CONCERN NOT ONLY TO BAY AREA TOLL AUTHORITY BUT EVERYBODY ELSE IN THE GROUP. WE WILL CONTINUE TO WORK AND KEEP A CLOSE EYE. THE MEMO IS DETAILED AND PRETTY CLEAR.

AMY WORTH, CHAIR: THANK YOU VERY MUCH FOR THE UPDATE. COMMISSIONER CONNOLY HAS HIS HAND UP.

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DAMON CONNOLLY: THANK YOU. GOOD MORNING EVERYONE. AND, ANDY, APPRECIATE THE WORK OF YOU AND BATA STAFF. ALSO APPRECIATE BEING ABLE TO COMMENT AS A NON-COMMITTEE MEMBER FOR WEDNESDAY'S. BUT OBVIOUSLY THIS IS AN ISSUE OF, VERY MUCH, A PRIORITY FOR FOLKS I REPRESENT IN MARIN. PEOPLE ON BOTH SIDES OF THE BRIDGE, AND THE BROADER REGION. THIS HAS BEEN VERY MUCH OF INTEREST ABOUT SOME AVAILABLE OPTIONS THAT WE CAN CONTINUE TO LOOK AT FOR USE OF THIS BRIDGE. ANDY, I APPRECIATE THAT YOU APPEARED AT THE TRANSPORTATION AUTHORITY OF MARIN BOARD OF COMMISSIONERS MEETING ON SEPTEMBER 23RD. YOU RECEIVED A LOT OF FEEDBACK AND SOME ADDITIONAL AREAS OF INQUIRY. ESSENTIALLY IT'S THE SAME PRECEDENCE THAT HAS BEEN INCLUDED TODAY. I WOULD ASK THAT, AT THE APPROPRIATE TIME, THE STANDARD PRESENTATION BE UPDATED TO REFLECT THAT FEEDBACK AND THOSE ADDITIONAL AREAS OF INQUIRY. BUT FOR THE PURPOSES OF TODAY, AND I'LL TRY TO BE AS BRIEF AS POSSIBLE, AND MAYBE WHAT I'LL DO IS JUST REPRISE SOME OF THOSE ISSUES AND QUESTIONS THAT CAME UP FOR THE BROADER PUBLIC, AND THEN RESERVE THE RIGHT TO MAKE SOME BRIEF COMMENTS AT THE CLOSE OF THE HEARING ON THE MATTER. SO, ONE OF THE ISSUES THAT HAS BEEN A CONCERN IS THE IMPACT OF THE BARRIER AND THE PATH ON INSTALLED VEHICLES AND OVERALL DELAYS ON THE BRIDGE. MY IMPRESSION FROM WHAT YOU HAVE PRESENTED IS LOOKING AT SEVERITY OF DELAYS, DUE TO THE PRESENCE OF THE BARRIER, THAT THERE HAS NOT BEEN AN APPRECIABLE CHANGE, IS THAT CORRECT?

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ANDREW FREMIER: YES. THAT'S CORRECT. SOMETIMES IT'S HARD TO FORGET WHAT IT WAS LIKE BEFORE THE RAIL -- [INDISCERNIBLE].

DAMON CONNOLLY: SO THAT IS AN ISSUE THAT HAS BEEN EVALUATED AND THE BOX SEEMS TO BE CHECKED OFF THAT THAT HAS NOT RESULTED IN ADDITIONAL INN DUE DELAYS, WHICH IS IMPORTANT TO ACKNOWLEDGE. WE'RE VERY MUCH IN FAVOR OF THE SUITE OF OPPORTUNITIES UNDER RICHMOND FORWARD. ONE IS THE IDEA OF EXTENDING THE HOV LANE ON 580 WEST FROM REGATA AVENUE, TO THE TOLL PLAZA, CAN YOU COMMENT ON WHEN THEY WILL IMPLEMENTED?

ANDREW FREMIER: SURE. I APPRECIATE YOU BRINGING THAT UP. FOR SETUP, YEARS AGO WHEN 580 OPENED WHICH WAS AFTER LOMA PRE ETA COMPLETELY, THERE WAS HOV LANE THAT WENT FROM GOLDEN GATE ALL THE WAY TO RICHMOND PLAZA THERE IS NO DIRECT BENEFIT FOR TRANSIT TO GET THROUGH PLAZA AT THIS POINT IF TIME, HOV WAS REMOVED SEVERAL YEARS AGO FOR LACK OF USE BUT IN TERMS OF REALLY CREATING OPPORTUNITY FOR BUS PRIORITY AND FOR HOV TRAFFIC, THE PROPOSAL IN RICHMOND FORWARD IS TO REINSTITUTE THE HOV LANE FROM REGATA BOULEVARD IN THE HEART OF RICHMOND ALL THE WAY TO THE PLAZA WHICH WOULD GIVE A JUMP OF GREAT VALUE IT'S PART OF RICHARD A SUITE OF PROJECTS INCLUDING OPEN ROAD TOLLING WHICH WOULD REMOVE THE PLAZA THAT GOES A LONG WAYS TOWARDS PROVIDING BETTER FLOW IN THAT PARTICULAR CORRIDOR

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BUT IT STILL DOESN'T SOLVE THE PROBLEM BY ITSELF IT JUST SUPPORTS BUS PRIORITY AND HOV PRIORITY. WE ARE LOOKING AT IT WITH CALTRANS, TAMS, AND CCVA TO SEE IF THERE IS A WAY TO ADVANCE THAT WORK SO THAT DOESN'T GET TIED INTO THE OVERALL CONSTRUCTION ACTIVITY THAT IS PART OF THE GRANDER SUITE OF RICHMOND. SO WE WANT TO COME BACK AND SPEND TIME NOT ONLY WITH THE BAY AREA VARIOUS COUNTY DISCUSSIONS ON BOTH SIDES OF THE BRIDGE BUT WITH THE AUTHORITY AND THE OPERATIONS COMMITTEE TO SEE IF WE CAN TAKE ADVANTAGE OF THE ENERGY AROUND THE BLUE RIBBON TRANSFORMATION ACTION PLAN AND SEE IF WE CAN PROVIDE GOOD VALUE FOR PUTTING THAT LANE BACK IN SERVICE. SO WE EXPECT TO BE BACK TO YOU EARLY NEXT YEAR WITH SOME IDEAS.

DAMON CONNOLLY: GREAT. WE FULLY ENDORSE THAT. TURNING BACK TO THE BRIDGE ITSELF, IT'S IMPORTANT TO ORIENT EIGHT WHAT WE'RE TALKING ABOUT AND THAT IS, IS THERE AN OPTION DURING AM, PM HOURS WHEN WE'RE BACKED UP HEADING FROM THE EAST BAY TO MARIN LOOK AT A REPURPOSED ESSENTIALLY A 3 ESSENTIALLY VEHICULAR LANE WHERE UTILIZING A BARRIER DURING A DESIGNATED TIME FRAME WHETHER IT'S 6:00 A.M. TO 10:00 A.M., 5:00 A.M., TO 11:00 A.M., AND THE LIKE, SO, REALLY, FEASIBILITY IN THAT IS WHAT WE'RE TALKING ABOUT, SO THE SEGUE WITH THE HOV LANE IS TO MY THIRD QUESTION, HAS THERE BEEN ANY EFFORT TO LOOK AT THE FEASIBILITY OF UTILIZING A THIRD LANE DURING THAT AMP, AS AN HOV LANE, OR TRANSIT ONLY LANE ON THE BRIDGE?

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ANDREW FREMIER: THANK YOU, COMMISSIONER. THE ONE THING I WOULD SAY, TO START OUT THE QUESTION IS, WHEN WE FIRST WERE PROPOSE THE TWO PILOTS, THE LOWER DECK LANE THAT WAS THE PEAK USE LANE AND THE PEDESTRIAN LANE ON THE AFTERDECK IS LOOKING AT TRAFFIC IMPACTS, AND CONCLUDED THERE WAS A LOT OF WORK ON THE MARIN SIDE THAT NEEDED HEAVY CIVIL CONSTRUCTION AND PROJECT DELIVER IN ORDER TO MAKE IT WORK PROPERLY. THE WORK THAT TAM COMPLETED AND WAS REPORTING ON IS MORE IN DEPTH AND USED A LOT MORE IN TECHNICAL STUDY TO GET TO A SIMILAR CONCLUSION, THAT THE QUESTION YOU'RE ASKING IS COMPLICATE TO ANSWER, UNFORTUNATELY BECAUSE WE DID FIND YOU GET SOME BENEFITS IF YOU OPEN THE THIRD LANE TO TRAFFIC IN THE 580 TO 101 DIRECTION BUT IT DOES REQUIRE SOME PORTION OF THOSE HEAVY CIVIL PROJECTS TO BE INVESTED. AND I THINK THE NUMBERS THAT CAME OUT OF THE TAM STUDY WERE QUITE LARGE. DIRECTION THAT SOME INFORMAL CONVERSATION WITH SOME OF THE POLICY MAKERS HAS BEEN WHETHER OR NOT THERE WERE SOME ALTERNATIVES AS YOU'RE DESCRIBING, THAT COULD BE EFFECTIVE. THERE ARE SOME PROBLEM THAT REALLY AFFECT HOW TRAFFIC WORKS GETTING OFF THE BRIDGE IN SAN FRANCISCO -- SORRY -- INTO MARIN, AND AS SAN FRANCISCO BOULEVARD SIR FRANCES DRAKE BOULEVARD THAT REALLY, WITH THE PROBLEM, WE'RE COMMITTED TO WORK WITH TAMS TO EVALUATE YOUR CONCERNS.

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AMY WORTH, CHAIR: CAN I INTERRUPT FOR A SECOND? I KNOW THAT WE'RE REALLY JUST GETTING AN OVERVIEW SUMMARY OF THE BRIDGE, AND, SO, IF YOU MIGHT BE ABLE TO JUST COMPLETE YOUR COMMENTS, AND AT THE END OF THOSE, ANDY CAN ASK ANY MORE IF YOU HAVE ANY OTHER QUESTIONS. AND THEN, ALSO, WE'RE CAN BRING THIS BACK, THIS ITEM BACK TO --

DAMON CONNOLLY: YEAH. I CAN -- AND CERTAINLY WILLING -- THERE WAS LIKE ONE MORE QUESTION, BUT I CAN CERTAINLY JUST MAKE SOME COMMENTS, AND FOR THE GOOD OF THE GROUP, AND FOLKS CAN ABSORB THEM AND THEN WE CAN HEAR FROM THE PUBLIC, IF YOU WOULD LIKE ME TO DO THAT NOW VERSUS AT THE END?

AMY WORTH, CHAIR: IF YOU COULD. AGAIN, I'M MINDFUL OF THE TIME AND MINDFUL OF THE FACT THAT WE CAN BRING THIS BACK, AND OBVIOUSLY THERE HAS BEEN A LOT OF DISCUSSION ABOUT THIS. OKAY. THANK YOU.

DAMON CONNOLLY: OKAY. I'LL GO AHEAD AND SPEND A FEW MINUTES. AND KIND OF INCORPORATE SOME OF MY FINAL QUESTIONS IN ANY EVENT. SO, AGAIN, STARTING OUT WITH APPRECIATION FOR AMOUNT OF WORK THAT'S GONE INTO THIS. THE LEVEL OF PUBLIC INTEREST IS RECOGNITION THAT THE ISSUES ON THE RICHMOND SAN RAFAEL BRIDGE ARE CORRECT. THE BIKE LANE HAS FUNCTIONED LARGELY AS A RECREATIONAL STAT FOR WEEKEND RIDERS AND HAS NOT RESULTED IN

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APPRECIABLE SHIFT IN MODE OF TRANSPORTATION DURING PEAK COMMUTE HOURS REVIEWING NUMBERS PROVIDED ONLINE I FOCUS ON THE NUMBER OF RIDERS DURING THE MORNING COMMUTE HOURS TRAFFIC IS COMING BACK MANY SINGLE OCCUPANCY VEHICLES TRAVELING WEST IN THE MORNING DON'T HAVE THE OPTION OF RIDING A BIKE. THERE ARE PARENTS WHO NEED TO PICK UP AND DROP OFF CHILDREN, WORKERS WHO NEED TO TRANSPORT TOOLS TO THE JOB SITE FOR MANY RIDING A BIKE OR AN E-BIKE IS NOT AN OPTION WITH EQUITY AS AN IMPORTANT FACTOR RELIEF IS NEEDED DURING THE AMP COMMUTE. THE FACT OF A LARGELY EMPTY BIKE LANE DURING AM COMMUTE HOURS WHILE TRAFFIC IS CRAWLING FOR TEACHERS, HOME HEALTH CARE WORKERS AND SO MANY OTHER PEOPLE CANNOT BE OVERLOOK. LET ME BE CLEAR, THIS IS NOT A SINGLE OCCUPANCY VEHICLE VERSUS BIKE ISSUE. IT IS MULTI-FACETED AND COMPLEX. THE TOPIC OF TODAY'S BATA OVERSIGHT MEETING IS TO LOOK AT FEASIBILITY STUDIES ON THE LOAD BEARING CAPABILITY OF THE BRIDGE AND THE MARIN INSIDE TRAFFIC IMPACTS IF BARRIERS WERE REMOVED DURING PEAK HOURS AND I WANT TO FACILITATE CARPOOL AND TRANSIT USE RICHMOND PROGRAM HAS RESOLVED ISSUES THAT I WANT TO SEE IMPLEMENTED SOONER RATHER THAN LATER EXTENDING THE HOV LANE AUTO EAST SIDE OF THE BRIDGE BACK TO REGATTA AVENUE AND CARPOOLS IN TRANSIT. I WOULD LIKE TO SEE THE TOLL BOOTHS IN TRANSITION TO OPEN ROAD TOLLING. MY SENSE AND HOPEFULLY MY COLLEAGUES REVIEWED THE REPORT -- -- IS THE HIGH END DOLLAR AMOUNTS OF BEING FLAGGED ARE NON-STARTERS AND AKIN TO SAYING NOTHING WILL HAPPEN INCLUDING A $9 MILLION

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PROPOSAL BUT DOESN'T APPRECIABLY MOVE THE NUMBERS THAT WE HAVE BEEN TALKING ABOUT, AND THE THEE MILLION DOLLARS NUMBER ON THE HIGHEST WHICH IS ASTRONOMICAL. THE REQUEST OF TRANSPORTATION AUTHORITY OF MARIN BOARD STAFF ARE: TO RESEARCH ORIGIN AND DEFINITE ENVISION INFORMATION WITH AN EYE TOWARD UNDERSTANDING HOW MUCH CARPOOL, VANPOOL, AND TRANSIT OPPORTUNITY EXISTS IN THE CORRIDOR; STUDY THE FEASIBILITY OF AN HOV OR TRAIT LANE ON THE LEFT LANE OF THE BRIDGE, IF THAT BARRIER CREATES A THIRD LANE; DETERMINE IF A QUICKER FASTER PILOT PROJECT EXISTS COMPARED TO THE MORE CAPITAL INTENSIVE PROJECTS IDENTIFIED IN THE STUDY; AND OF COURSE, AS WE ALL RECOGNIZE, THE PROPOSED WATER PIPELINE ACROSS THE BRIDGE, IS AN ISSUE, ALTHOUGH RECENT INDICATIONS CONSIDER GOING UNDER THE WHICH -- UNDER THE BRIDGE WHICH COULD BE PREFERABLE.

AMY WORTH, CHAIR: THANK YOU. ANY OTHER COMMITTEE MEMBER QUESTIONS OR COMMENTS? I'LL GO TO PUBLIC COMMENT. IF WISH TO SPEAK PLEASE RAISE YOUR HAHN OR DIAL STAR NINE IF YOU ARE DIALING IN? KIMBERLY DO YOU SEE ANY HAND OR PUBLIC COMMENT?

KIMBERLY WARD, CLERK: YES WE HAVE RECEIVED A NUMBER OF WRITTEN CORRESPONDENCE THAT HAVE BEEN POSTED ON THE ONLINE AGENDA AND I WILL READ THEM INTO THE RECORD AS REQUIRED. THEY INCLUDE MICHAEL B. ALMACEDA, TRAVIS CLOSE, DANNY, HANNAH GRAMLEY, JOHN HERSCHBERGER, IAN BLAIR, MILES LINCOLN, ALBERT REINHARDT. AND

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I SEE WE HAVE SEVERAL MEMBERS OF THE PUBLIC WITH THEIR HAND RAISED, AND I'LL CALL UPON THEM. IS TWO MINUTES APPROPRIATE, MADAM CHAIR?

AMY WORTH, CHAIR: YES. THANK YOU.

KIMBERLY WARD, CLERK: YOU'RE WELCOME. FIRST UP IS JOB GRUB. YOU HAVE TWO MINUTES.

SPEAKER: THANK YOU. MY NAME IS JOB GRUB CHIEF OPERATING OFFICER AT THE BAY AREA COUNCIL. WE HAVE BEEN GETTING A LOT OF PRESSURE FROM MEMBERS AND MEMBERS OF THE PUBLIC ABOUT THE RICHMOND SAN RAFAEL BRIDGE SO WE ARE GOING TO START GETTING INVOLVED WITH THE ISSUE MORE HEAVILY. DURING THE DARKEST DAYS OF THE PANDEMIC, WHEN YOU LOOKED AT THE TRAFFIC MAP IN THE BAY AREA, WHEN EVERYTHING WAS GREEN AND THE MTC MAPS AND THERE WERE THE FAMOUS PICTURES OF THE GOLDEN GATE BRIDGE WITH NO CARS ON IT, THERE WAS STILL THE RED THEN TURNING TO BLACK SPOT BEFORE THE RICHMOND SAN RAFAEL BRIDGE SO THIS PROBLEM JUST DOESN'T SEEM TO GO AWAY AND THERE IS A SOLUTION WITH THE THIRD LANE. WE'RE SUPPORTIVE OF USING THE ZIPPER TRUCK TO CREATE THE THIRD LANE FOR THE MORNING COMMUTE. ACCORDING TO THE DATA WE HAVE LOOKED AT THERE ARE APPROXIMATELY 18 BIKES USING, DURING THE MORNING COMMUTE, AND THERE ARE SOMEWHERE BETWEEN 10 AND 15,000 CARS THAT ARE TRYING TO USE IT AT THE SAME TIME. WE ARE

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CONCERNED THAT WE HAVE A BAD HISTORY IN THE BAY AREA OF CONCENTRATING TRAFFIC AND EMISSIONS IN COMMUNITIES OF CONCERN. AND WE FEEL LIKE WE'RE DOING THAT EXACT THING RIGHT HERE, WHERE WE'RE FORCING ALL OF THOSE CARS AND THE RESULTING AIR POLLUTION TO GO INTO A SIGNIFICANT COMMUNITY OF CONCERN, RICHMOND. AND SO WE ARE GOING TO BE GETTING IN TOUCH WITH THE PEOPLE THAT ARE IN THE TRAFFIC RIGHT NOW, THROUGH A DIGITAL CAMPAIGN, AND THEN ALSO IN THE COMMUNITY THAT ARE AFFECTED, TO START TO TRY AND GIVE THEM MORE OF A VOICE IN THIS CONVERSATION WE LOOK FORWARD TO WORKING WITH EVERYONE HERE TOWARD A GREAT SOLUTION. WE'RE NOT OPPOSED TO BIKES AND MAKE THERE'S A SOLUTION IN THE MORNING IN THE COMMUNICATE LIKE SUPERVISOR GIOIA SAID COULD WE PROVIDE ELECTRIC VANS TO USE IT AND THE OPTION OF THE LOWER DECK HAVING THE OPPORTUNITY SO BIKES CAN USE THAT DURING THE MORNING COMMUTE AND SWITCH TO THE UPPER DECK. WE'RE HAPPY TO FIND SOLUTIONS.

AMY WORTH, CHAIR: THANK YOU FOR YOUR COMMENTS.

KIMBERLY WARD, CLERK: NEXT SPEAKER IS DAVE CAMPBELL. YOU HAVE TWO MINUTES.

SPEAKER: DAVE CAMPBELL ADVOCACY DIRECTOR WITH BIKE EAST BAY HERE IN SUPPORT OF IMPROVED MOBILITY, OF COURSE, ON THE RICHMOND SAN RAFAEL BRIDGE. YOU KNOW MY POSITION ON THE BIKE

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PATH. IT'S STILL A HEAD SCRATCHER TO HEAR SMART INVOLVED CONNECTED ENGAGED PEOPLE SAY WE WANT TO MOVE THE CONGESTION FROM RICHARD OVER TO MARIN. LIKE, WHAT DOES THAT SOLVE? AND WE HEAR THESE THINGS RIGHT AFTER STAFF TELLS US THAT'S ALL YOU'RE DOING. SO WE'RE ALL HERE FOR SOLUTIONS BUT IF REMOVING CONGESTION FROM RICHMOND TO MARIN AND CREATING SAFETY ISSUES WHEN WE DO IT, WHAT ARE WE ACHIEVING? IF WE CAN ACHIEVE BETTER MOBILITY FOR EVERYONE ON THE CORRIDOR, BIKE EAST BAY SIGNS ON TO THAT BUT IF ALL WE'RE DOING IS MOVING CONGESTION FROM HERE TO THEY'RE WE'RE NOT SOLVING ANYBODY'S COMMUTE. AND THAT'S THE SOLUTION WE'RE LOOKING FOR HERE, AS WELL. WE DID, A COUPLE OF YEARS AGO, WHEN THESE CONVERSATIONS HEATED UP, INITIALLY, WE SAW THAT CONGESTION PRICING ON THE BRIDGE MAKES THE CONGESTION GO AWAY. IT WAS OF THE ONE OPTION WE SAW THAT ADDRESSED EVERYONE'S CONCERNS. AND WE STILL DON'T SEE THAT SOLUTION. AND SO, IT'S A HEAD SCRATCHER FOR BIKE EAST BAY. HOW CAN CONGESTION PRICING BE PART OF THE SOLUTION AND HOW CAN IT HELP SOLVE THESE ISSUES. WE THANK THE WATER DISTRICT IN MARIN CAN'T FOR LOOKING AT THE UNDERDECK OPTION THOUGH ISSUES THERE. AND PAST CONNECTIONS TO EITHER SIDE, AND THE PILOT STUDY IMPACTS IT HAS NOT STUDIED THE IMPACT IN RICHMOND SO WHEN WE DO THE AFTER STUDY IT HAS TO STUDY THE IMPACT IN RICHMOND. THE PREVIOUS SPEAKER SAID WE'RE ALL ABOUT EQUITY AND THE POLLUTION WE'RE CAUSING RICHMOND WE WANT TO MOVE THAT TO MARIN, THE EASTBOUND COMMUTE THAT NOW HAS THREE CARS PILING INTO

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RICHMOND, THAT HAS AN IMPACT. WHAT DOES THE PREVIOUS SPEAKER HAVE TO SAY ABOUT THAT ISSUE? THANK YOU.

AMY WORTH, CHAIR: THANK YOU, FOR YOUR COMMENCE.

KIMBERLY WARD, CLERK: THANK YOU. LAST SPEAKER IS WARREN WELLS. PLEASE UNMUTE YOURSELF. YOU HAVE TWO MINUTES.

SPEAKER: CHAIR WORTH AND COMMITTEE THIS IS WARREN WELLS POLICY PLANNING DIRECTOR FOR MARIN BICYCLE COALITION. THE TOPIC OF WESTBOUND LANE I QUESTION THE STRATEGY OF WIDENING FREEWAYS. THE NUMBER OF VEHICLES PER HOUR DURING PEAK IN WESTERN DIRECTION IS ABOUT A THOUSAND DRIVERS WE DON'T NEED TO SHIFT THAT MANY DRIVERS TO REDUCE CONGESTION, AND SPENDING BETWEEN $320 MILLION FOR THIS WESTERN AND WIDENING ROAD WOULD INCREASE SHIFT IN EMISSIONS. ANYONE WHO COMMUTES ON THE 405 KNOWS ONLY VARIABILITY TOLLING HAS THE ABILITY TO REDUCE CONGESTION LONG-TERM. FREQUENCIES AND THE ONLY BUS ROUTES. TWO-WAY BUS TRIPS COST MORE THAN A TWO-WAY CAR TRIP. I WANT TO COMMEND MTC ON ITS WORK WITH RICHMOND SAN RAFAEL FORWARD. BIKE CONNECTIONS ON THE MARIN SIDE ARE FAR FROM COMPLETE STEPS HAVE BEEN TAKEN BUT THERE IS NO LOW STRESS FOR ALL AGES AND ABILITIES BETWEEN THE BRIDGE AND DOWNTOWN SAN RAFAEL AND LARKSPUR. NO ONE WILL MAKE THE TRIP MORE THAN ONCE IT'S EITHER A FOOT PROJECT OR JUMP

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OVER A FIVE FOOT GAP IN THE END. THANK YOU VERY MUCH FOR YOUR TIME AND CONSIDERATION. I REALLY APPRECIATE IT.

AMY WORTH, CHAIR: THANK YOU FOR YOUR COMMENTS. I DON'T SEE ANY OTHER COMMENTS. KIMBERLY, DO YOU SEE ANY?

KIMBERLY WARD, CLERK: NO. DO I NOT.

AMY WORTH, CHAIR: TERRIFIC. LET'S BRING IT BACK TO THE COMMITTEE. THIS IS AN INFORMATION ITEM. I WANT TO ASK IF ANYBODY HAS ADDITIONAL COMMENTS OR QUESTIONS. OKAY. YEP. DON'T -- WAIT. I SEE ONE FLAG. SORRY. THE AGENDA I'M TRYING TO MANAGE THIS WITHOUT PRINTING OUT AGENDAS. COMMISSIONER PAPAN?

GINA PAPAN: VERY INTERESTING CONVERSATION. THANK YOU FOR THE INFORMATION AND SINCE WE'RE ON THE TOPIC IF WE COULD GET AN UPDATE ON DUMBARTON FORWARD IN THE FUTURE, THAT WOULD BE LOVELY TOO. THANK YOU.

AMY WORTH, CHAIR: WE SHALL. THESE ARE IMPORTANT INITIATIVES TO GET PEOPLE BACK ON TRANSIT AND THOSE RESOURCES. LET ME CLARIFY, ANDY, I KNOW THE ANSWER, BUT I WANT TO ASK IT TO YOU FOR THE RECORD. I KNOW THAT PART OF THE PILOT IS LOOKING AT THE IMPACTS OF TRAFFIC IN RICHMOND AND IT'S IMPORTANT. YOU CAN

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MIND JUST AFFIRMING THAT? AND GIVING US A LITTLE INFORMATION ON THAT?

ANDREW FREMIER: THAT IS CORRECT. I WILL TAKE DAVE AT HIS WORD THAT WE MIGHT BE BEHIND IN THAT BUT AS A MEASURE CALTRANS AND UC BERKELEY PATH ARE RESPONSIBLE FOR THAT STUDY, WE SHOULD ENGAGE MORE DIRECTLY TO MAKE SURE WE'RE PAYING ATTENTION TO THAT WORK. I WILL ADD THOUGH THAT YOU'RE OWN STAFF IS DOING A DESIGN ALTERNATIVE ANALYSIS WORK AS PART OF RICHMOND FORWARD THAT LOOKS AT THE RICHMOND PARKWAY AND ITS IMPACTS ON THIS INTERSECTION OF TRAFFIC. SO, WE WILL BE GETTING VERY GOOD INFORMATION NOT ONLY FROM THE WORK THAT THE PATH IS DOING FOR US ON THE PILOT PROGRAM, BUT ALSO THE TRUE ENGINEERING WORK THAT'S HAPPENING AS A MAJOR COMPONENT OF THE RICHMOND SAN RAFAEL FORWARD PART TWO I WOULD SAY, THE LONGER TERM PROBLEM. THE RICHMOND PARKWAY IS A VERY COMPLICATED GEOMETRY IN HOW IT DOVE TAILS INTO A VERY NARROW THROAT.

AMY WORTH, CHAIR: EXACTLY. YES IT DOES. SO, AGAIN, THANK YOU ANDY, AND FOR ALL YOUR WORK ON THIS. THIS IS AN ONGOING ISSUE, AND I APPRECIATE THE INSIGHT. WE PLAN ON BRINGING BACK A DUMBARTON FORWARD IN OUR NEXT DISCUSSIONS. OUR NEXT ITEM IS PUBLIC COMMENT. I'LL ASK STAFF IF WE HAVE RECEIVED ANY ADDITIONAL PUBLIC COMMENT? IF ANYONE WOULD LIKE TO MAKE PUBLIC

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COMMENT PLEASE RAISE YOUR HAND OR DIAL STAR NINE, AND I SEE COMMISSIONER DUTRA-VERNACI WITH HER HAND UP.

CAROL DUTRA-VERNACI: THANK YOU, AMY, THAT WAS ACTUALLY A MISTAKE. I'M BUSY GETTING READY FOR THE NEXT MEETING.

AMY WORTH, CHAIR: OKAY. ALL RIGHT. YOU'RE ON THE JOB.

CAROL DUTRA-VERNACI: THANK YOU.

AMY WORTH, CHAIR: OKAY. KIMBERLY, BACK TO YOU. THANK YOU.

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

AMY WORTH, CHAIR: ALL RIGHT. THANK YOU. WELL, WITH THAT, THEN, WE WILL ADJOURN THIS MEETING TO THE NEXT MEETING OF THE BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE COMMITTEE HELD FOR WEDNESDAY NOVEMBER 10TH AT 9:35 A.M. REMOTELY AND BY WEBCAST. THANK YOU EVERYBODY FOR YOUR ENGAGEMENT ON THIS. I REALLY APPRECIATE IT. AND I PROMISE THAT THE NEXT MEETING IS GOING TO BE MUCH FASTER. [ADJOURNED]

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