

# Bay Area Toll Authority Oversight Committee

September 9, 2020

Agenda Item 5a - 20-1295

## **Contract Actions and Referral to Authority – BATA Tolling:**

- i. Contract Change Order – FasTrak® Regional Customer Service Center: Additional Operating Costs for BATA Bridge Toll Collection: Conduent State and Local Solutions, Inc. (\$28,700,000)**
  - ii. Contract Amendment–Preliminary Design of Satellite Customer Service Centers – HNTB Corporation (\$500,000)**
  - iii. BATA Resolution No. 52, Revised – FasTrak® Regional Customer Service Center Policy Revision to Support All Electronic Tolling at State-owned Bridges**
  - iv. BATA Resolution No. 137 – Suspension of the Assessment of Violation Penalties on the State-owned Bridges**
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**Subject:** Request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) and a contract amendment with HNTB Corporation (HNTB), and a request that BATA Resolution No. 52, Revised, and BATA Resolution No. 137 be referred to the full Authority for approval.

**Background:** In response to the shelter-in-place order that began in March and to protect toll collectors and the traveling public, all tolls are being collected electronically at State-owned bridges. Non-FasTrak customers no longer stop at the toll plaza to pay cash, but instead are sent a notice for the toll only and no penalty. These no-penalty notices were intended as a short-term solution to maintain toll collection during the emergency COVID situation. BATA staff expected the toll collectors to return when the shelter-in-place order was lifted; however, the toll collectors have remained out of the booths with no estimated return date. In the meantime, BATA has worked with Conduent to develop a plan to accelerate deployment of more robust electronic toll collection based on the existing model at the Golden Gate Bridge. In this model, non-FasTrak customers will receive an invoice in the mail before receiving a toll violation.

In May, June, and July 2020, this Committee approved contract actions for accelerated deployment of invoices. Activities to support all electronic tolling could be in place by early 2021.

### **i. Contract Change Order – FasTrak® Regional Customer Service Center: Additional Operating Costs for BATA Bridge Toll Collection: Conduent State and Local Solutions, Inc. (\$28,700,000)**

At the August 26 Authority meeting, staff presented an update to inform the Authority about the status of COVID-19 cashless toll collection, including strategies for collecting outstanding tolls. This item describes the proposed approach for collecting unpaid tolls and seeks approval for a contract change order to implement this effort.

Based on a competitive selection, BATA entered into a contract with Conduent (formerly, Xerox State and Local Solutions, Inc.) on March 27, 2013 for management and operation of the FasTrak® Customer Service Center (CSC). Under the contract, Conduent provides the FasTrak® account management

system, transaction processing, call center operations, web services, payment processing, customer communications, violation image review and violation noticing for bridges and express lanes in the Bay Area.

In the interim period from March 2020 to when invoice functionality is deployed or until toll collectors return, BATA will modify the process for unpaid notices. Under this process, the CSC will send a reminder for the toll-only notice. If the reminder remains unpaid, then the standard violation notice process will resume with a first violation notice, second violation notice and if still unpaid, referral to be paid with DMV vehicle registration or to a collections agency. BATA staff recommend that all notices be sent with a \$0 penalty during this emergency COVID-19 period until the invoice process is deployed.

Under this change order, Conduent will implement system changes to generate a reminder letter and process any payments from this reminder letter and then re-insert any unpaid reminder letters into the violation process. In addition, the change order will cover the added costs from the initial notice for the period of March 2020 to December 2020. The volume of toll bills being generated by former cash customers is six times the pre-COVID monthly violation notice volume; this volume was not envisioned in the contract costs for FY 2020-21.

The estimated volume of notices from March to December 2020 is shown below, with the assumption that traffic will continue to increase through the end of the year. The potential toll revenue to be collected from the 20 million initial toll notices is estimated at \$130 million.

	<b>Initial Notice</b>	<b>Reminder Letters</b>	<b>1<sup>st</sup> Violation Notices</b>	<b>2<sup>nd</sup> Violation Notices</b>
March-December 2020	20 million	7 million	6 million	5 million
<b>Total Notifications</b>				<b>38 million</b>

The estimated cost of this change order to complete system changes and process the additional notices is \$28,700,000.

Attachment A-1 includes a summary of Conduent and its project team's small business and disadvantaged business enterprise status.

**ii. Contract Amendment–Preliminary Design of Satellite Customer Service Centers: HNTB Corporation (\$500,000)**

The increased volume of transaction processing, customer communications, and violations review requires additional customer service center staffing and resources. Compounded by COVID social distancing requirements within the

existing call centers, staff is exploring options for additional space at toll bridge facilities on a temporary and/or permanent basis to safely expand Conduent's operations.

Staff is requesting the Committee authorize a contract amendment with HNTB in an amount not to exceed \$500,000 to provide due diligence, programming and preliminary design of tenant improvements at toll bridge facilities that include: the toll administration buildings at the administration buildings at the San Francisco-Oakland Bay Bridge (SFOBB) and Benicia-Martinez Bridge (BMB). Preliminary design will inform the cost to complete design of and construct these improvements. HNTB was originally selected as part of a competitively procured consultant bench to provide on-call construction management and design services in December 2017 and has an existing contract for \$200,000 to explore the feasibility of setting up a temporary call-center at the SFOBB Bridge Yard. Under the terms of the bench procurement, work can be assigned via a mini-procurement or direct selection. HNTB was directly selected for the scope of the existing \$200,000 contract and the additional scope of this \$500,000 contract amendment because of its work for BATA providing program management support for the FasTrak® CSC and design support for the 2017 Bridge Yard renovation and SFOBB administration building construction.

HNTB is not a small or disadvantaged business enterprise and has no subconsultants.

**iii. BATA Resolution No. 52, Revised – FasTrak® Regional Customer Service Center Policy Revision to Support All Electronic Tolling at State-owned Bridges**

BATA Resolution No. 52, Revised was amended on October 24, 2012, to reflect FasTrak® Regional Customer Service Center policies to support deployment of all electronic tolling at the Golden Gate Bridge. As part of this deployment, the Golden Gate Bridge, Highway and Transportation District (GGB) adopted license plate accounts, one-time payments, and post paid invoices as options for toll payment. BATA also adopted use of license plate accounts and one-time payments at state-owned bridges but did not adopt invoices; failure to pay tolls via FasTrak®, license plate account, one-time payment account, or cash at the state-owned bridge toll plazas results in violation notices.

BATA Resolution No. 52, Revised currently includes invoices for the Golden Gate Bridge only. In order to support all electronic tolling at the State-owned bridges staff recommends that the FasTrak® Regional Customer Service Center Policies be revised to authorize invoices as payment options for those bridges.

Additionally, as part of GGB's all electronic tolling deployment, a network of cash payment locations was established to accommodate cash customers. A list of these locations is currently available on the Bay Area FasTrak website. Some

convenience fees charged by businesses enrolled in the cash payment network system are the responsibility of the customer. However, GGB absorbs the cost of convenience fees for one-time payment, invoice payments, and license plate account replenishment. Current cash payment network convenience fees are shown in the table below.

**Cash Payment Network Convenience Fees**

<b>Payment Type</b>	<b>Convenience Fee</b>	<b>Paid by</b>
FasTrak Account Reload	\$1.95	Customer
License Plate Account Reload	\$1.95	Agency
One-Time Payment Account Funding	\$1.95	Agency
Invoice Payment	\$1.00	Agency
Violation Notice Payment	\$2.95	Customer

For customers of state-owned bridges who also currently use the cash payment network, BATA absorbs the cost of convenience fees or passes them on to customers as indicated above except for invoice payments since BATA does not currently offer invoices. Staff recommends absorbing the cost of invoice payments to maintain consistency with GGB. Staff also recommends that the FasTrak® Regional Customer Service Center Policies be revised to include a reference to the cash payment network policy.

Attachment A-2 includes BATA Resolution No. 52, Revised

**iv. BATA Resolution No. 137 – Suspension of Violation Penalties at the State-owned Bridges**

As described in item i above, staff recommends that violation notices sent out while cash toll collection is not available have penalties set to \$0 until such time that invoicing functionality is in place at all state-owned bridges or until toll collectors return to all such bridges. Unpaid violations would still escalate to DMV hold or to collections.

Attachment A-3 includes BATA Resolution No. 137

- Recommendation:**
- i. Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$28,700,000 to provide system and operations support for cashless toll collection implemented in March 2020.
  - ii. Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with HNTB in an

amount not to exceed \$500,000 for preliminary design of tenant improvements for satellite customer service centers.

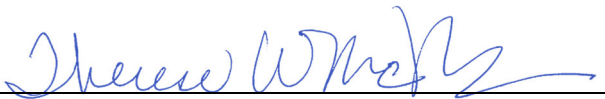
iii. Staff recommends that this Committee refer BATA Resolution No. 52, Revised, to the Authority for approval to include Post Paid License Plate Toll Invoices and information about the cash payment network as described above.

iv. Staff recommends that this Committee refer BATA Resolution No. 137 to the Authority for approval to suspend violation penalties on the state-owned bridges while cash collection is not available as described above.

**Attachments:** Attachment A-1 – Condent State & Local Solutions, Inc., Small Business and Disadvantaged Business Enterprise Status;

Attachment A-2 – BATA Resolution No. 52, Revised

Attachment A-3 – BATA Resolution No. 137

  
Therese W. McMillan

## Attachment A-1

### Conduent State & Local Solutions, Inc., Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	Atos	Network Management			X			X

\*Denotes certification by the California Unified Certification Program (CUCP).

\*\*Denotes certification by the State of California.

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Change Order

Work Item No.:	1252
Vendor:	Conduent State and Local Solutions, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Support cashless toll collection implemented in March 2020
Brief Scope of Work:	Provide system and operations support for cashless toll collection, including modifying the process to collect on unpaid notices
Project Cost Not to Exceed:	This Change Order: \$28,700,000  Current contract amount before this Change Order: \$226,944,475  Maximum contract amount after this Change Order: \$255,644,475
Funding Source:	BATA Toll Bridge Program Operating Funds
Fiscal Impact:	\$28,700,000 in funds for operations are included in the FY 2020-21 Toll Bridge Program Operating Budget.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract change order with Conduent for services as described above and in the BATA Oversight Committee Summary Sheet dated September 9, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$28,700,000 for such contract change order.
BATA Oversight Committee:	
	<hr/> Amy Worth, Chair
Approved:	September 9, 2020

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Amendment

Work Item No.:	1251
Vendor:	HNTB Corporation (HNTB) Oakland, CA
Work Project Title:	Preliminary Design of Satellite Customer Service Centers
Purpose of Project:	Due diligence, programming and preliminary design of tenant improvements.
Brief Scope of Work:	To provide preliminary design services for a buildout of satellite customer service centers at facilities that include the Bridge Yard and San Francisco-Oakland Bay Bridge and Benicia-Martinez Bridge administration buildings
Project Cost Not to Exceed:	This Contract Amendment: \$500,000  Current contract before this Contract Amendment: \$200,000  Maximum contract value after this Contract Amendment: \$700,000
Funding Source:	BATA Toll Bridge Program Operating Funds
Fiscal Impact:	\$500,000 in funds for operations are available in the FY 2020-21 Toll Bridge Program Operating Budget.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with HNTB for services as described above and in the BATA Oversight Committee Summary Sheet dated September 9, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$500,000 for such contract amendment.
BATA Oversight Committee:	

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Amy Worth, Chair

Approved: September 9, 2020



Date: July 28, 2004  
W.I.: 1252  
Referred by: BATA Oversight  
Revised: 07/26/06-BATA 10/24/12-BATA  
07/27/16-BATA 02/28/18-BATA  
09/23/2020-BATA

### ABSTRACT

#### BATA Resolution No. 52, Revised

This resolution adopts the FasTrak® Regional Customer Service Center Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area.

Attachment A to this Resolution was revised on July 26, 2006 to revise the policies for toll tag deposit and prepaid toll balances for the FasTrak® program, effective October 1, 2006.

Attachment A to this Resolution was revised on October 24, 2012 to amend the policies to add license plate and one-time payment accounts and to delete the commercial post-paid account from the FasTrak® program, effective December 8, 2012 or upon commencement of Golden Gate Bridge Highway and Transportation District All Electronic Toll Collection Program.

This resolution was revised on July 27, 2016, to clarify that the FasTrak® Regional Customer Service Center Policies are applicable to all facilities served by the FasTrak® Regional Customer Service Center. Attachment A to this Resolution was also revised on July 27, 2016 to update the minimum balance for License Plate and One Time Payment Accounts and to make other clarifying changes.

Attachment A to this Resolution was revised on February 28, 2018 to amend the policies to increase the California Department of Motor Vehicles (DMV) Hold fee consistent with DMV fee increases.

Attachment A to this Resolution was revised on September 23, 2020 to amend the policies to authorize post-paid license plate toll invoices for state-owned bridges upon commencement of All Electronic Tolling at state-owned bridges and include information about the cash payment network.

Further discussion of this resolution is contained in the Executive Director's memoranda dated July 7, 2004; July 5, 2006, October 3, 2012, July 6, 2016, February 7, 2018, and September 9, 2020.

Date: July 28, 2004  
W.I.: 1252  
Referred by: BATA Oversight  
Revised: 09/23/20-BATA

Re: Adoption of the FasTrak® Regional Customer Service Center (RCSC) Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area, as revised for all facilities served by the RCSC

BAY AREA TOLL AUTHORITY  
RESOLUTION No. 52, Revised

WHEREAS, Streets and Highways Code Sections 30950 *et seq.* created the Bay Area Toll Authority (“BATA”); and

WHEREAS, Streets and Highways Code §§ 30950 *et seq.* transfers to BATA certain duties and responsibilities of the California Transportation Commission (“CTC”) and California Department of Transportation (“Caltrans”) for the toll bridges owned and operated by Caltrans in the San Francisco Bay Area; and

WHEREAS, in accordance with Streets and Highways Code § 30950.2, BATA is responsible for programming, administering, and allocating all toll revenues, except revenues from the seismic retrofit surcharge, from state-owned toll bridges within the jurisdiction of the Metropolitan Transportation Commission; and

WHEREAS, Bay Area bridges are defined in Streets and Highways Code § 30910 to include the Antioch, Benicia-Martinez, Carquinez, Richmond-San Rafael, San Francisco-Oakland, San Mateo-Hayward, and Dumbarton Bridges, and

WHEREAS, the California Department of Transportation (Caltrans) implemented electronic toll collection on all Bay Area state-owned toll bridges on December 31, 2000, and

WHEREAS, pursuant to the BATA-Caltrans Cooperative Agreement dated July 1, 2004, Caltrans delegated to BATA certain responsibilities related to the administration of the electronic toll collection program, and

WHEREAS, BATA and the Golden Gate Bridge Highway and Transportation District entered into a Cooperative Agreement on August 26, 2003 to consolidate FasTrak™ Service Center operations, and

WHEREAS, the consolidated Regional Customer Service Center requires a common set of operating policies, and

WHEREAS, BATA has contracted and will contract to provide other entities and toll facility operators, including those operating express lanes, with some or all of the services of its consolidated Regional Customer Service Center; now, therefore, be it

RESOLVED, that BATA hereby adopts the FasTrak™ Regional Customer Service Center Policies, effective May 30, 2005, as revised, as set forth in Attachment A to this Resolution, and incorporated herein as though set forth at length.

BAY AREA TOLL AUTHORITY



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Dave Cortese, Chair

The above resolution, revising and superseding the resolution approved on July 28, 2004, was entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in San Francisco, California, on July 27, 2016.

Date: July 28, 2004  
W.I.: 1252  
Referred by: BATA Oversight  
Revised: 07/26/06-BATA 10/24/12-BATA  
07/27/16-BATA 02/28/18-BATA  
09/23/20-BATA

Attachment A  
Resolution No. 52  
Page 1 of 4

**FasTrak® Regional Customer Service Center (RCSC) Policies,  
effective December 8, 2012 on the  
San Francisco Bay Area State-Owned Toll Bridges, as revised for all  
facilities served by the RCSC**

## Attachment A



### **Regional Customer Service Center Policies** effective December 8, 2012, as revised on September 23, 2020

	Policy	Regional CSC effective December 8, 2012, as revised on September 23, 2020
1.	General	
2.	Terms & Conditions	Regional CSC license agreement
3.	Privacy Policy	Regional CSC privacy policy
4.	Account types	
5.	Prepaid Accounts	- Private, Business, Non-revenue, Anonymous
6.	Commercial Post Paid Accounts	Deleted
7.	License Plate Account	Yes
8.	One Time Payment	Yes
9.	Account policies	
10.	Prepaid Toll Account Opening Balance	Credit Card Account - \$25 per tag Cash/check Account- \$50 per tag N/A for License Plate Account and One Time Payment
11.	Replenishment Amount	<b>Private:</b> Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 1-month average based on previous 90 days usage  <b>Business:</b> Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 45-day average based on previous 90 days usage  N/A for License Plate Account and One Time Payment
12.	Replenishment Threshold	Credit Card Account - \$15 min. or 2-week average use based on previous 90 days  Cash/check Account - \$30 min. or 2-week average use based on previous 90 days  N/A for License Plate Account and One Time Payment
13.	License Plate Account and One Time Payment Minimum Balance	Credit card – Charged to credit card Cash/check - \$7.25 or current toll rate on GGB for 2 axle vehicle
14.	Tag Deposit	Credit Card Account - \$20 per tag, waived for first 3 tags  Cash/check Account - \$20 per tag  N/A for License Plate Account and One Time Payment

## Attachment A



### **Regional Customer Service Center Policies** effective December 8, 2012, as revised on September 23, 2020

	Policy	Regional CSC effective December 8, 2012, as revised on September 23, 2020
15.	Max number of tags	None
16.	Lost/stolen tags maximum liability	\$0 after notification, No maximum
17.	Low Balances	Credit Card Account - Automatic replenishment Cash/check Account - Send notice requesting replenishment; In-lane display shows low balance message
18.	Account Suspension	Immediate tag suspension when account balance is less than zero
19.	Account Revocation	Negative Balance for 90 days OR No activity for one year
20.	One Time Payment Account Closure	Limited term – account closed after 30 days Balance not refundable
21.	Reciprocity	
22.	Toll Discounts apply to customers of other toll facilities	Yes
23.	Guarantee of tolls to other toll agencies based on Regional CSC tag and plate files	Yes
24.	Account fees	
25.	Additional Statement Fee	1. \$1 for monthly paper statements 2. \$1 statement regeneration 3. \$7 for disk (business and commercial accounts only)
26.	Bad Check Fee	\$25
27.	Tag Replacement Charges	\$20 interior \$20 exterior
28.	Infrequent User Fee	None.
29.	Account Maintenance Fee	None.
30.	Tags Fees/Sales	None.
31.	Post Paid License Plate Toll Invoices	Golden Gate Bridge and state-owned bridges

## Attachment A



### **Regional Customer Service Center Policies** effective December 8, 2012, as revised on September 23, 2020

	Policy	Regional CSC effective December 8, 2012, as revised on September 23, 2020
32.	Violation Policies	
33.	Toll Evasion	<p><u>All Violations</u></p> <p>1<sup>st</sup> Notice Toll + \$25 penalty</p> <p>2<sup>nd</sup> Notice Toll + \$70 penalty</p> <p>Exceptions:</p> <ol style="list-style-type: none"> <li>1. If the violation is determined to be the fault of the toll agency.</li> <li>2. For 1<sup>st</sup> time offense, a non-customer can open a FasTrak account and the \$25 penalty will be waived.</li> <li>3. For FasTrak account holders in good standing, toll-only will be posted to the account balance. If the account balance is less than the amount of the toll, the account balance must be brought to the replenishment threshold amount prior to posting the violation toll amount.</li> </ol> <p>Processing fee of \$4 for DMV registration holds or as otherwise set by the DMV, when applicable.</p>
34.	Cash Payment Network	
35.	Electronic Toll Collection Payment Locations	<p>Toll payment can be made at the FasTrak® Regional Customer Service Center, by mail and by the internet. For cash customers, toll payments can also be made via a network of cash payment locations. A list of available walk-in centers can be found on the Bay Area FasTrak® website, <a href="http://www.bayareaFasTrak.org">http://www.bayareaFasTrak.org</a>. Convenience fees that may be charged by businesses enrolled in the cash payment network system are the responsibility of the customer. However, BATA, Golden Gate Bridge Highway and Transportation District, and other entities and toll facility operators supported by the FasTrak® Regional Customer Service Center will absorb the cost of convenience fees for One-Time Payments, Invoice Payments, and License Plate Account replenishment until further notice.</p>



Date: September 23, 2020  
W.I.: 1252

ABSTRACT

BATA Resolution No. 137

This resolution suspends the assessment of violation penalties on the state-owned bridges within the geographic jurisdiction of the Metropolitan Transportation Commission until such time as toll collectors return to the toll booths, post-paid license plate toll invoices are deployed on all such state-owned bridges, or further action is taken by the Authority to reinstate penalties.

Discussion of this action is contained in the Bay Area Toll Authority Oversight Summary Sheet dated September 9, 2020.

Date: September 23, 2020  
W.I.: 1252  
Referred by: BATA Oversight

RE: Suspension of the assessment of violation penalties on the state-owned bridges

BAY AREA TOLL AUTHORITY  
RESOLUTION NO. 137

WHEREAS, the Bay Area Toll Authority (the “Authority”) was created pursuant to Sections 30950 *et seq.* of the California Streets and Highways Code; and

WHEREAS, the Authority administers the toll revenues from and finances improvements for the seven state-owned toll bridges in the San Francisco Bay area: the Antioch Bridge, the Benicia-Martinez Bridge, the Carquinez Bridge, the Dumbarton Bridge, the Richmond-San Rafael Bridge, the San Francisco-Oakland Bay Bridge, and the San Mateo-Hayward Bridge; and

WHEREAS, the California Department of Transportation (“Caltrans”) implemented electronic toll collection on all Bay area state-owned toll bridges on December 31, 2000; and

WHEREAS, pursuant to the BATA-Caltrans Cooperative Agreement dated April 25, 2006, as amended and restated on June 13, 2011, as subsequently amended, Caltrans delegated to BATA certain responsibilities related to the administration of the electronic toll collection program; and

WHEREAS, BATA and the Golden Gate Bridge Highway and Transportation District entered into a Cooperative Agreement on August 23, 2003 to consolidate FasTrak® Customer Service Center operations; and

WHEREAS, the consolidated Regional Customer Service Center requires a common set of operating policies; and

WHEREAS, BATA has contracted and will contract to provide other entities and toll facility operators, including those operating express lanes, with some or all of the services of its consolidated Regional Customer Service Center; and

WHEREAS, pursuant to BATA Resolution No. 52, Revised, BATA has adopted FasTrak® Regional Customer Service Center Policies which include violation policies that specify penalties of \$25 and \$70, respectively for first and second notices of toll evasion violation; and

WHEREAS, due to the outbreak of a novel coronavirus disease designated as Coronavirus Disease 2019 (“COVID-19”) by the United States Centers for Disease Control and Prevention, which has been declared a global pandemic by the World Health Organization, the nine counties of the San Francisco Bay area (the “Counties”) and the State of California (the “State”) as a whole were placed under shelter-in-place or stay-at-home orders that restricted travel outside the home (collectively, the “Shelter-in-Place Orders”); and

WHEREAS, due to the effects of COVID-19 and the Shelter-in-Place Orders, on March 21, 2020, Caltrans removed toll collectors from toll booths on the seven state-owned bridges to protect their safety and the safety of the public; and

WHEREAS, as a result of this action, non-FasTrak® customers can no longer stop at the toll plaza to pay cash tolls, but instead are sent a notice to pay such toll without penalty, and a portion of such toll notices have gone unpaid; and

WHEREAS, BATA desires to institute All Electronic Tolling on the state-owned bridges, in connection with which non-Fastrak® customers would receive in the mail a post-paid, license-plate based invoice for tolls that, if unpaid, would result in a toll violation and notice thereof being sent to such customers; and

WHEREAS, until such time as post-paid license plate toll invoices are deployed in connection with All Electronic Tolling or the toll collectors return to toll booths on all state-owned bridges within the geographic jurisdiction of the Metropolitan Transportation Commission (the “Bridges”), BATA desires to pursue unpaid tolls by sending a reminder notice, followed by a first and then a second violation notice, and, if such toll remains unpaid following the second violation notice, to refer the toll for payment in connection with DMV vehicle registration or to refer the toll to a collection agency, but to forgo assessing additional penalties in connection with such violations; now, therefore, be it

RESOLVED, that the Authority finds that the foregoing recitals are true and correct; and be it further

RESOLVED, that the Authority hereby suspends the assessment of \$25 and \$70 penalties described in the Regional Customer Service Center Policies for unpaid tolls resulting from unpaid tolls for crossings on the state-owned toll bridges until such time as the toll collectors return to the toll booths on all Bridges or post-paid license plate toll invoices are deployed on all Bridges, or further action is taken by the Authority to reinstate assessment of violation penalties; and be it further

RESOLVED, that the Chair of the Authority, the Vice Chair of the Authority, the Executive Director, the Chief Financial Officer, and other appropriate officers of the Authority, be and they are hereby authorized and directed, jointly and severally, for and in the name and on behalf of the Authority, to execute and deliver any and all certificates, documents, amendments, instructions, orders, representations and requests, and to do any and all things and take any and all actions that may be necessary or advisable, in their discretion, to suspend assessing violation penalties on the state-owned bridges until further action is taken by the Authority to reinstate assessing violation penalties and otherwise effectuate the actions that the Authority has approved in this Resolution; and be it further

RESOLVED, that this Resolution shall take effect from and after its adoption.

BAY AREA TOLL AUTHORITY

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Scott Haggerty, Chair

The above resolution was entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in San Francisco, California and at other remote locations, on September 23, 2020

# BATA Tolling Operations



TOLL

TOLL

BAY AREA TOLL  
AUTHORITY

## BATA Oversight

Item 5a

September 9, 2020

# PRESENTATION OUTLINE: COMMITTEE ACTIONS

1. FasTrak® Regional Customer Service Center Additional Operating Costs for BATA Bridge Toll Collection
2. Preliminary Design of Satellite Customer Service Centers
3. BATA Resolution No. 52, Revised – FasTrak® Regional Customer Service Center Policy Revision
4. BATA Resolution No. 137 – Suspension of the Assessment of Violation Penalties at State-owned Bridges



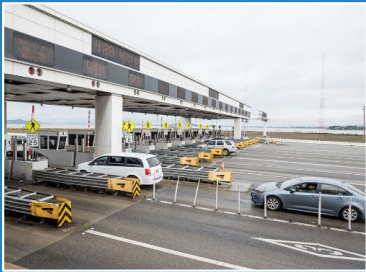
# FasTrak® Regional Customer Service Center Additional Operating Costs for BATA Bridge Toll Collection





# TRADITIONAL TOLLING VS. COVID-19 TOLL COLLECTION

## Traditional Tolling



Violation Notice  
\$25 per Transaction

Unpaid

Second Notice  
\$70 per transaction

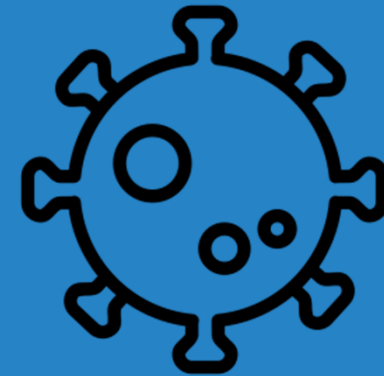
Unpaid

DMV Hold/Collections

March 2020



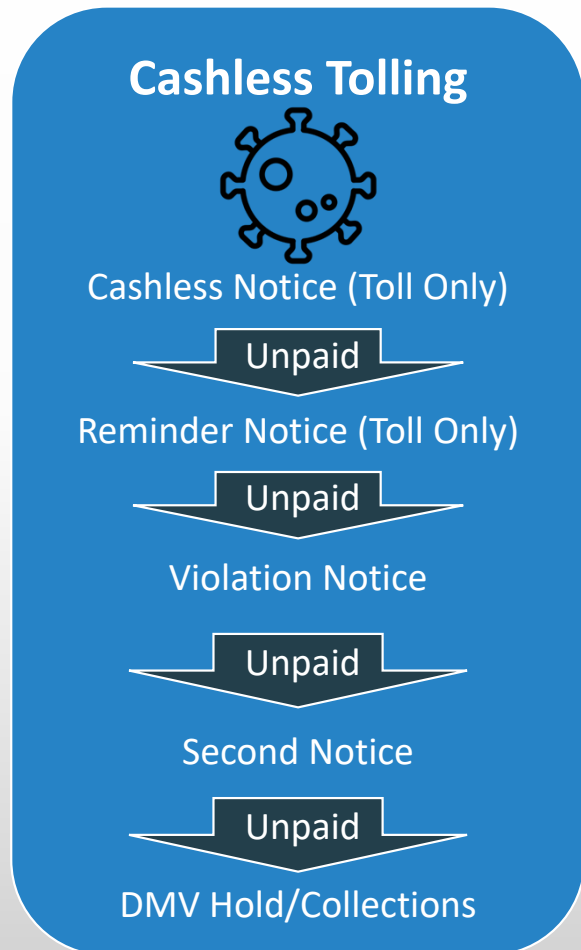
## COVID-19 Tolling



Cashless Notice  
Toll only



## PROPOSED ESCALATION PROCESS



- **System modifications and manual processes for additional steps to mimic invoice and violations**
- **Must be customer-friendly and understandable**
- **Time sensitive**

## CONDUENT CHANGE ORDER: \$28.7M

**FY20-21 BATA operating budget did not foresee volume of notices and additional escalation process related to COVID**

- Volume of notices is 6 times higher than pre-COVID



Change Order  
Amount

**\$23.2M**

- Escalation of unpaid cashless notices requires up to 2 additional pieces of correspondence compared to pre-COVID violation process



**\$5.5M**

**\$28.7M**

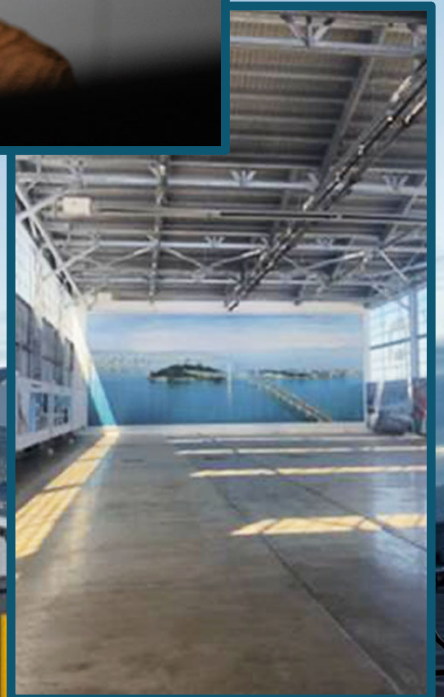




## Design of Satellite Customer Service Center Locations

# HNTB CONTRACT AMENDMENT: \$500,000

- Preliminary design services to repurpose toll plaza administration buildings and/or Bridge Yard
- Additional socially-distant space for CSC staff
- Includes due diligence, programming and design of tenant improvements

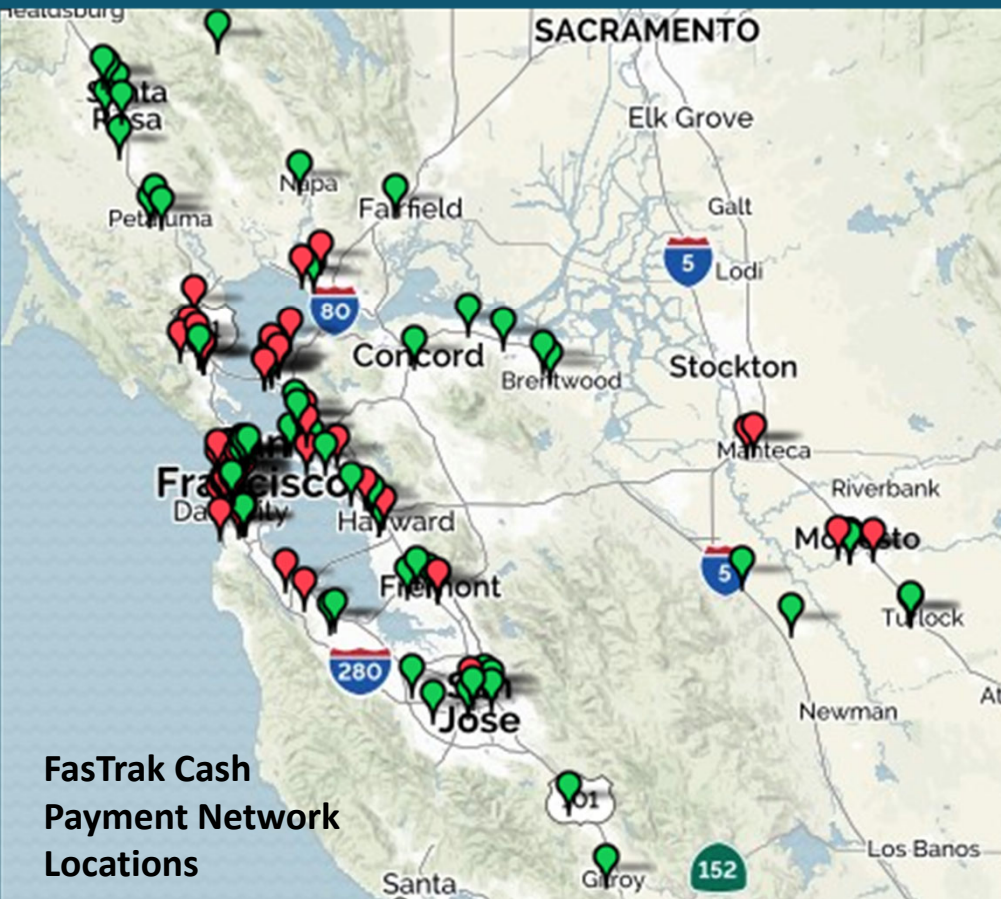




A photograph of a toll collector in a red and yellow safety vest handing a toll to a driver in a car. The scene is set at a toll plaza with a white barrier. The background is a blurred highway with other vehicles.

# REVISED RESOLUTION 52: REGIONAL CUSTOMER SERVICE CENTER POLICIES

# CSC POLICY REVISIONS TO SUPPORT ALL ELECTRONIC TOLLING



- Allow invoices for BATA to support more robust all electronic tolling
- Incorporate cash payment network fees policy; treatment of invoices to be consistent with GGB
  - Network established in 2013 with GGB AET
  - Customer pays fees for FasTrak account reload and violation notices
  - Agency absorbs fees for invoice payment license plate account reload, and one-time payments

# RESOLUTION 137: SUSPENSION OF ASSESSMENT OF VIOLATION PENALTIES AT STATE-OWNED BRIDGES



# SUSPEND ASSESSMENT OF PENALTIES DURING CASHLESS TOLLING

- \$0 penalties for all notices
- Reinstate penalties when toll collectors return to all bridges or invoices deployed to all bridges in early 2021

## Cashless Tolling



Cashless Notice (Toll Only)

Unpaid

Reminder Notice (Toll Only)

Unpaid

Violation Notice

Unpaid

Second Notice

Unpaid

DMV Hold/Collections



## RECOMMENDED ACTIONS

- **Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into:**
  - A contract change order with Conduent in an amount not to exceed \$28,700,000 to provide system and operations support for cashless toll collection implemented in March 2020.
  - A contract amendment with HNTB in an amount not to exceed \$500,000 for preliminary design of tenant improvements for satellite customer service centers.
- **Staff recommends that this Committee refer to the Authority for approval:**
  - Resolution No. 52, Revised, to include invoices and reference to cash payment network policy.
  - Resolution No. 137 to suspend the assessment of violation penalties on the state-owned bridges until such time as the toll collectors return to the toll booths at all bridges or until post paid license plate toll invoices are deployed on all bridges.

# QUESTIONS?



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