



# Metropolitan Transportation Commission

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San Francisco, CA 94105

## Legislation Details (With Text)

**File #:** 22-0949      **Version:** 1      **Name:**  
**Type:** Report      **Status:** Committee Approval  
**File created:** 5/9/2022      **In control:** Bay Area Toll Authority Oversight Committee  
**On agenda:** 6/8/2022      **Final action:**  
**Title:** Equity Action Plan Recommendations:  
Resume Escalation of Unpaid Violations to DMV for Registration Hold and to Collections; Means-based Payment Plan Pilot Program; Contract Change Order - FasTrak® Regional Customer Service Center Resume Escalations of Unpaid Violations and Develop Means-Based Payment Program: Conduent State and Local Solutions, Inc. (\$1,000,000); and Expenditures for Complementary MTC Contract Actions

A request to approve Equity Action Plan recommendations to (1) resume escalation of unpaid violations to the Department of Motor Vehicles (DMV) for registration hold and to collections; (2) approve a means-based payment plan pilot program; (3) approve a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to implement a process for resuming escalations to DMV and collections and develop and operate a means-based payment plan pilot and pre-qualification program; and (4) approve expenditures in the amounts of \$800,000 and \$1,000,000 respectively for the Clipper START eligibility verifier contract and a Salesforce integrator contract, to support developing the means-based payment plan, subject to the approval of the FY 2022-23 BATA budget.

### Sponsors:

### Indexes:

### Code sections:

**Attachments:** 1. 5a - 22-0949 - Equity Action Plan Update.pdf, 2. 5a - 22-0949 - Payment Plan Presentation.pdf

Date	Ver.	Action By	Action	Result
6/8/2022	1	Bay Area Toll Authority Oversight Committee	adopted	Pass

### Subject:

Equity Action Plan Recommendations:

Resume Escalation of Unpaid Violations to DMV for Registration Hold and to Collections; Means-based Payment Plan Pilot Program; Contract Change Order - FasTrak® Regional Customer Service Center Resume Escalations of Unpaid Violations and Develop Means-Based Payment Program: Conduent State and Local Solutions, Inc. (\$1,000,000); and Expenditures for Complementary MTC Contract Actions

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**Presenter:**

Lysa Hale

**Recommended Action:**

Committee Approval