



**METROPOLITAN
TRANSPORTATION
COMMISSION**

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**OPERATIONS COMMITTEE
MINUTES
FRIDAY, MAY 10, 2013**

Amy Rein Worth, Chair
Cities of Contra Costa County

Dave Cortese, Vice Chair
Santa Clara County

Alicia C. Aguirre
Cities of San Mateo County

Tom Azumbrado
U.S. Department of Housing
and Urban Development

Tom Bates
Cities of Alameda County

David Campos
City and County of San Francisco

Bill Dodd
Napa County and Cities

Dorrene M. Giacopini
U.S. Department of Transportation

Federal D. Glover
Contra Costa County

Scott Haggerty
Alameda County

Anne W. Halsted
San Francisco Bay Conservation
and Development Commission

Steve Kinsey
Marin County and Cities

Sam Liccardo
San Jose Mayor's Appointee

Mark Luce
Association of Bay Area Governments

Jake Mackenzie
Sonoma County and Cities

Joe Pirzynski
Cities of Santa Clara County

Jean Quan
Oakland Mayor's Appointee

Bijan Sartipi
State Business, Transportation
and Housing Agency

James P. Spering
Solano County and Cities

Adrienne J. Tissier
San Mateo County

Scott Wiener
San Francisco Mayor's Appointee

Steve Heminger
Executive Director

Ann Flemer
Deputy Executive Director, Policy

Andrew B. Frenier
Deputy Executive Director, Operations

ATTENDANCE

Chair Mackenzie convened the meeting at 9:58 a.m. Committee members present were: Vice-chair Kinsey and Commissioners Haggerty, Halsted, Luce, Spering, Azumbrado (non-voting) and Giacopini (non-voting). Commission Chair Worth and Commission Vice Chair Cortese were present as ex-officio members of the Committee. Also present as an ad hoc non-voting members of the Committee were Commissioner Bates, Campos, Quan and Tissier.

CONSENT CALENDAR

Upon motion of Commissioner Spering and second by Commissioner Luce, the Committee unanimously approved the consent calendar:

- Minutes of April 12, 2013
- SAFE Third Quarter Financial Statements March 2013
- Contract – Call Box Inspection Services: Raedians Inspector Service (\$150,000)
- Consultant Panel – On-Call Transportation Engineering and Planning Services: As listed below (\$4,000,000)*
 - i) Cambridge Systematics
 - ii) DKS Associates
 - iii) Fehrs & Peeres
 - iv) Kimley-Horn and Associates
 - v) Kittelson and Associates
 - vi) TJKM Transportation Consultants
 - vii) Atkins North America, Inc.
- Clipper® Program Contract Actions
 - i) Contract Change Order – Expansion to Marin Transit: Cubic Transportation Systems, Inc. (\$425,000)
 - ii) Contract Change Order – Card Reader Improvements: Cubic Transportation Systems, Inc. (\$150,000)
 - iii) Funding Agreement Amendment – Customer Service Center at AC Transit Headquarters: AC Transit (\$250,000)
 - iv) Contract Amendment – Customer Service Center/Transportation Kiosk at Embarcadero BART Station Operations: Nematode Holdings, LLC (\$475,000)
 - v) Contract Amendment – Customer Service Center/Bay Crossings at San Francisco Ferry Building Operations: Nematode Holdings, LLC (\$200,000)
 - vi) Contract Amendment – Public Awareness and Customer Education Services: MIG, Inc. (\$1,150,000)

- Consultant Panel and Contract: Electronic Payment Implementation and Operations
 - i) Consultant Panel for FY 2013-14 through 2015-16:
 - i. Acumen Building Enterprise, Inc.
 - ii. Atkins North America, Inc.
 - iii. Auriga Corporation
 - iv. Daniel Bols
 - v. Cambria Solutions, Inc.
 - vi. CH2MHill/Jacobs Engineering
 - vii. Clear2Pay Americas
 - viii. Four Nines Technologies
 - ix. Invoke Technologies
 - x. Kimley-Horn and Associates
 - xi. LTK Engineering Services
 - xii. Lumenor Consulting Group
 - xiii. Parsons Brinkerhoff, Inc.
 - xiv. Stantec Consulting Services, Inc.
 - xv. Synapse Strategies/Resource Development Associates
 - xvi. Traffic Technologies, Inc.
 - xvii. Alan Richard Zahradnik
 - ii) Contract – Distribution and Communications Planning and Support Services: Synapse Strategies (\$350,000)

Update on the Regional Transportation Management System

Ms. Ashley Nguyen, MTC staff, presented the Committee with a power point presentation on a new recommended policy to condition the programming of discretionary funds on installing and activating Traffic Operating System (TOS) elements such as ramp metering on freeway projects to include conditioning of discretionary funds. She noted that the goal of this proposed new policy is to activate the TOS system in a timely fashion while still meeting needs of local jurisdictions.

Commissioner Halsted stated that she supports the idea of ramp metering as long as it is not implemented in places where it does not work and recommended that staff continue to meet with the San Francisco CTA to make sure that its concerns are addressed.

Commissioner Kinsey stated that he appreciates staff's idea of integrating these principles into the final policy and it is always desirable to streamline processes.

Commissioner Spring expressed his concerns regarding the sequence of activities proposed in the new practice. He asked that the metering plan be ready to turn on as soon as the construction phase is complete.

Commissioner Haggerty expressed his concerns regarding no enforcement of single occupancy vehicle drivers using the HOV by-pass lane on the ramps. Mr. Heminger, MTC staff, suggested that the CHP enforcement issue be itemized on a future agenda and that CHP be invited to attend

the meeting. Commissioner Mackenzie confirmed that the Committee would like to address this issue at a future meeting of the Committee.

Commissioner Quan expressed concerns regarding the feasibility of having cameras on metering lights and requested that staff look into the feasibility of installing license plates readers on cameras. Ms. Melanie Crotty, MTC staff, stated that staff will look into this and report back to the Committee at a later time.

Upon motion of Commissioner Spering and second by Commissioner Luce, the Committee unanimously approved the staff recommendation to refer MTC Resolution No. 4104 to the Commission for approval.

Strategic Plan – Regional Transportation Management System (TOS)

Ms. Melanie Crotty, MTC staff, and Dan McElhinney, Chief Deputy District Director Caltrans, presented the Committee with a powerpoint presentation regarding the condition of the Bay Area's highway operations equipment and reviewed principles for the management and operation of the region's transportation management plan.

Commissioner Mackenzie stated that staff will be presenting updates on this matter at a future meeting of the committee meeting.

MTC SAFE Draft FY 2013-14 Operating and Capital Budget – MTC SAFE Resolution No. 58

Ms. Eva Sun, MTC staff, presented the Committee with the MTC SAFE Draft FY 2013-14 Operating and Capital Budget. She noted that the final budget will be presented to the Committee with a request to refer to the Authority for approval next month.

Clipper[®] Customer Service

Ms. Lynn Valdivia, MTC staff, presented the Committee with an update on Clipper[®] customer service. She stated that while usage continues to grow, calls to the call center and visits to the website have decreased which indicates that there is a reduced need for customer service. She added that customer satisfaction remains high with more customers reporting higher levels of satisfaction with Clipper[®]. She concluded noting that in the coming months, staff will be conducting a comprehensive analysis of in-person customer service operations to evaluate performance of existing locations and develop a long-term vision for how the operations fit into Clipper[®]'s overall customer service strategy.

Public Comment/Other Business/Next Meeting/Adjournment

Mr. Rich Hedges stated that he cannot speak highly enough about his experiences with Clipper[®] Customer service.

There being no further business, Commissioner Mackenzie adjourned the meeting at 11:09 a.m. The next meeting of the Operations Committee is scheduled for Friday, June 14, 2013.