



**METROPOLITAN
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Agenda Item 2a

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

Dorene M. Giacomini
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 Marco County

Scott Wiener
San Francisco Mayor's Appointee

Steve Heminger
Executive Director

Ann Flemer
Deputy Executive Director, Policy

Andrew B. Fremier
Deputy Executive Director, Operations

**OPERATIONS COMMITTEE
MINUTES
FRIDAY, SEPTEMBER 13, 2013**

ATTENDANCE

Commission Chair Rein Worth convened the meeting at 9:57 a.m. Committee members present were: Commissioners Giacomini, Haggerty, Halsted, Liccardo, Luce, and Spering. Commission Vice-Chair Cortese was present as an ex-officio voting member. Also present as an ad hoc non-voting member were Commissioners Bates, Campos, Tissier and Weiner.

CONSENT CALENDAR

Upon motion of Commissioner Halsted and seconded by Commissioner Luce, the Committee unanimously approved the consent calendar:

- Minutes of July 12, 2013;
- Fourth Quarter SAFE Financials (Unaudited);
- Clipper[®] Contract Actions:
 - Funding Agreement – On-Site Infrastructure Upgrades for Expansion to Napa and Solano County Transit Operators: Solano County Transit (\$650,000);
 - Funding Agreement – On-Site Infrastructure Upgrades for San Francisco Bay Ferry's Vallejo Terminal and San Francisco Downtown Pier: Water Emergency Transportation Authority (\$175,000).

Contract Amendment – Regional Rideshare Commuter Benefit Program and 511 Real-time Transit Information Support (\$525,000)

Ms. Christine Maley-Grubl, MTC staff, introduced Mr. Dave Burch of the Bay Area Air Quality Management District (BAAQMD). Ms. Maley-Grubl requested approval of a contract amendment with Parsons Brinckerhoff, Inc., to support implementation of a regional commuter benefit program and to promote 511 real-time transit information.

Commissioner Halsted moved for approval to authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Parsons Brinckerhoff, Inc. in an amount not to exceed \$525,000, to provide implementation support for the regional commuter benefit program, and promote 511 real-time transit services in FY 2013-14. Commissioner Luce seconded the motion. The motion carried unanimously.

Summary of BART Strike Response and New Emergency Response Initiatives

Ms. Melanie Crotty, Director of Operations, introduced Ms. Radiah Victor, MTC staff, and Mr. Paul Oversier, Assistant General Manager of BART. Ms. Victor reported on lessons learned from response to the July BART strike and the averted August strike. In addition to the possible initiatives to address a potential October BART strike or other regional emergencies noted in the Executive Director's September 6, 2013 memorandum, other options for responding to a potential strike in October include increasing the number of ambassadors and rideshare street teams to assist the public with transit alternatives, offering carpool incentives, and researching whether private charter bus services can provide assistance. Staff will continue to work on finalizing the October BART strike contingency plan.

Various Committee members voiced the importance of MTC taking action to mitigate the impact of a potential strike on Bay Area commuters, including potentially hiring charter buses to provide a commute option, while other Committee members expressed concern that operating such a transit service would go beyond MTC's mandate.

Upon motion of Commissioner Liccardo, which was seconded by Commissioner Spring, the Committee unanimously directed staff to investigate the feasibility of directly contracting with private charter bus carrier to provide both short-term and long-term charter bus service, along with the other possible initiatives and to provide a recommendation at the October Commission meeting.

FasTrak[®] Customer Service Center (CSC) Impacts from All-Electronic Tolling (AET)

Ms. Beth Zelinski, MTC staff, presented an update on FasTrak[®] Customer Service Center (CSC) service since the implementation of AET in March 2013. She reported that despite improved performance, Xerox State and Local Solutions, Inc. (Xerox), the CSC contractor, is not fully in compliance with contract performance standards for call answering time. Staff will continue to provide updates to this Committee until Xerox's performance meets key performance indicators defined in the contract.

Public Comment/Other Business/Next Meeting/Adjournment

Mr. Rich Hedges expressed his concerns regarding the potential upcoming BART strike.

There being no further business, Commission Chair Rein Worth adjourned the meeting at 11:17 a.m. The next meeting of the Operations Committee is scheduled for Friday, October 11, 2013.