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Deputy Executive Director, Policy

Andrew B. Fremier
Deputy Executive Director, Operations

OPERATIONS COMMITTEE MINUTES
FRIDAY, OCTOBER 11, 2013

ATTENDANCE

Chair Mackenzie convened the meeting at 9:58 a.m. Committee members present were: Commissioners Haggerty, Halstead, Luce, and Spering. Also present as ad hoc non-voting members were Commissioners Bates and Weiner.

CONSENT CALENDAR

Upon motion of Commissioner Spering which was seconded by Commissioner Halsted, the Committee unanimously approved the consent calendar:

- Minutes of September 13, 2013;
- Consultant Panel- On-Call Transportation Management System Technical Advisor Services: As listed below (\$818,483):
 - i) *Atkins North America, Inc.;*
 - ii) *Cambridge Systematics, Inc.;*
 - iii) *Delcan Corporation;*
 - iv) *DKS Associates;*
 - v) *Iteris; and*
 - vi) *Kimley-Horn and Associates.*

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

Ms. Beth Zelinski, MTC staff person, reported that most recently, Xerox State and Local Solutions, Inc. (Xerox), the CSC contract has hired 25 additional call representatives. This increase has caused significant improvements in CSC operations, and Xerox is now meeting its call answering performance goals. Unfortunately, Xerox still had system outages in September. Ms. Zelinski noted that Xerox's technical staff is working to investigate these outages and will make further improvements to fully stabilize the system. She also noted that contract penalties for not meeting performance goals, suspended during the first four months of AET project, have been back in force since August and are estimated to be \$25,000/month for August and September.

Commissioner Wiener expressed his concerns regarding the penalty not being high enough, based on the dollar amount of the contract. As a follow up to Commissioner Wiener's concerns, Chair Mackenzie requested staff to circulate to Committee members information regarding the new Key Performance Indicators (KPIs) and penalty structure under the Xerox contract that will be assessed for poor performance on the part of the contractor, in comparison to current KPIs.

After further discussion, Commissioner Spering requested that staff report back to the Committee on the nature of the calls that are being received at the CSC, information provided on violation notices, and changes that could be made to the violation notices, to reduce to number of customer calls.

Public Comment/Other Business/Next Meeting/Adjournment

There being no further business, Chair Mackenzie adjourned the meeting at 10:07 a.m. The next meeting of the Operations Committee is scheduled for Friday, November 8, 2013.