



OPERATIONS COMMITTEE MINUTES  
June 13, 2014

*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. Habted*  
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*  
California State  
Transportation 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

*Alix Bockelman*  
Deputy Executive Director, Policy

*Andrew B. Fremier*  
Deputy Executive Director, Operations

**ATTENDANCE**

Chair Mackenzie called the MTC Operations Committee meeting to order at 10:47 a.m. Other Committee members in attendance were Commissioners Aguirre, Haggerty, Liccardo, Luce, and Spering. Commissioners present as ad hoc non-voting members of the Committee were Bates, Campos, and Tissier. Commission Chair Rein Worth and Vice Chair Cortese were present in their ex-officio voting member capacity.

**CONSENT CALENDAR:**

Upon motion of Commissioner Aguirre, which was seconded by Commissioner Spering, the Committee unanimously approved the consent calendar, which included the following items:

- a) Minutes of May 9, 2014 meeting
- b) Contract Amendment-Freeway Service Patrol In-Vehicle Maintenance: Absolute Wireless, Inc. (\$100,000)

**MTC SAFE FY 2014-15 Operating and Capital Budget - MTC SAFE Resolution No. 59**

Sonia Elsonbaty, MTC staff, requested that the Committee refer the FY 2014-15 SAFE Operating and Capital Budget, MTC SAFE Resolution No. 59, to the Authority for approval.

Committee discussion:

- Commissioner Liccardo questioned the staffing requirements for the Call Box Program and Freeway Service Patrol. Jaime Maldonado, MTC staff, clarified that there has been a reduction in staffing for the Call Box Program. He also stated that the California Highway Patrol dispatches the Freeway Service Patrol tow trucks, but MTC SAFE has an in-house Fleet Manager that manages the Automatic Vehicle Location (AVL) system. In addition, the FSP program also has a Project Manager that is responsible for the overall program and a Technical Associate that is helping to develop a new AVL system.

Commissioner Haggerty moved approval. Commissioner Aguirre seconded. The motion passed unanimously.

**Contract - Planning Support for Next Generation Clipper® System: CH2M Hill, Inc. (\$1,000,000)**

Derek Toups, MTC staff, requested approval of a contract with CH2M Hill, Inc. (CH2MHill) to provide planning assistance for the next generation Clipper® system.

Committee discussion:

- Commissioner Liccardo asked about the ability of the current Clipper<sup>®</sup> contractor to provide a design for a next generation system, so that a third-party contractor would not be required. Melanie Crotty, MTC Operations Director, stated that the original Clipper<sup>®</sup> contract was procured in 1999, and did not include responsibility for designing a successor system.
- Commissioner Campos asked about the number of contracts that will be needed to migrate to the next generation system. He expressed concern with hiring consultants to complete different phases of work and whether there is competition for such contracts. He also asked about other contracts MTC has with CH2M Hill. Carol Kuester, MTC Electronic Payments Director, noted that using a consultant from an existing contractor bench will enable the Clipper<sup>®</sup> team to continue making progress toward designing and implementing the new system. While that work is underway, staff will simultaneously be procuring a new consultant support contract for the more significant next generation system selection, implementation and testing work. Ms. Crotty noted that bench procurements are based on a competitive process. Ms. Kuester stated that CH2M Hill has one other existing Clipper<sup>®</sup>-related contract with MTC, to support on-going operation of the system.

Public Comment:

Mr. Clarence Fischer expressed concern with focusing on a new Clipper<sup>®</sup> contract and asked staff to consider changes to the existing system.

Commissioner Mackenzie called for a motion to approve the contract with CH2M Hill for planning support for the next-generation Clipper<sup>®</sup> system. Commissioner Aguirre moved approval. Commissioner Luce seconded. The motion passed, with Commissioner Liccardo casting the sole vote in opposition.

**Call Box Program Reduction Update**

Jaime Maldonado, MTC staff, updated the Committee on the status of the Call Box 2012 reduction project.

Committee discussion:

- Commissioner Worth asked whether staff have data on cell phone ownership and call routing to inform planning for call box reduction. Mr. Maldonado responded that staff conducted an evaluation of cell phone usage data in 2011. He also noted that cars increasingly include advanced telematics that automatically alert the California Highway Patrol (CHP) or other service providers when necessary. Mr. Maldonado stated that approximately 30% of calls to the call box program are routed from 511 to 911.
- Commissioner Haggerty expressed concern about removal of call boxes from the rural roads and about the routing of calls to CHP. Mr. Maldonado stated that call boxes will not be removed from areas where there is no cell service and that only some calls will be transferred directly to CHP. Commissioner Haggerty also suggested additional text on highway signs to clarify when callers should dial 511 or 911. Ms. Crotty responded that space on the signs is tight, but staff will continue to conduct customer outreach campaigns to educate the public on the appropriate number to call.

**Public Comment/Other Business/Next Meeting/Adjournment:**

Mr. Clarence Fischer commented on the recent SFMTA service disruptions and noted that transit operators should provide mutual aid for each other to maintain service. He also commented on qualifying conditions for RTC discount cards, which can only be obtained with proof of a medical diagnosis.

There being no further business, and no public comment, Chair Mackenzie adjourned the meeting at 11:26 a.m. The next meeting of the Operations Committee is scheduled for Friday, July 11, 2014 at 9:35 a.m. in the Lawrence D. Dahms Auditorium, Joseph P. Bort MetroCenter, Oakland, CA.

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