



**Committee Members**

Scott Peotter, Chair  
Ed Sachs, Vice Chair  
Tony Beall  
Cynthia Conners  
Fred Minagar  
Chuck Puckett  
Christina Shea  
Todd Spitzer  
Scott Voigts

Transportation Corridor Agencies Offices  
125 Pacifica, 2<sup>nd</sup> Floor, Committee Conference Room  
Irvine, CA 92618  
**Wednesday, March 21, 2018**  
Noon to 2:00 p.m.

**AGENDA DESCRIPTIONS**

In compliance with the Americans with Disabilities Act, if you require special accommodation for this meeting, you should notify the Clerk of the Board 24 hours prior to the meeting at (949) 754-3402.

The agenda descriptions are intended to give notice to members of the public a general summary of items of business to be transacted or discussed. The listed action represents staff's recommendation. The Committee may take any action that it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

The agenda for this meeting is posted at the TCA office and also on the website at [www.thetollroads.com](http://www.thetollroads.com). Materials distributed to the majority of the members of the TCA Boards of Directors or Committee in connection with any matter subject for consideration at this meeting in open session are available for public inspection at the TCA offices.

**I. CALL TO ORDER**

**II. PUBLIC COMMENTS**

At this time, members of the public may address the Joint Toll Operations Committee regarding any items within the subject matter jurisdiction of the Joint Toll Operations Committee, but no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three (3) minutes per person and twenty (20) minutes for all comments unless the Chair, subject to the approval of the Committee, sets different time limits.

**III. COMMITTEE BUSINESS (Items A - E)**

**A. FY19 Toll Operations Initiatives, Staffing & Contracts  
(Samuel Johnson, Chief Toll Operations Officer)**

Toll Operations management staff will provide the Committee with an overview of Toll Operations' initiatives, workplan and staffing in preparation for the Fiscal Year 2019 budget workshops.

Recommendation: Information Only



B. Biennial Customer Satisfaction and Usage Studies  
(Lisa Telles, Chief Communications Officer)

Staff will present a recommendation to seek Board approval for a task order with one of the Agencies' on-call research firms to conduct a biennial customer satisfaction and usage survey. Data from the survey will be used to better understand customer and non-customer awareness and satisfaction with The Toll Roads; and to provide information that can assist in the decision-making process to support the Agencies' initiatives and communication plans.

Recommendation: Staff is seeking Committee approval to present this item for consideration by the Boards of Directors for approval at the April 12, 2018 meeting.

Attachment: DRAFT Staff Report

C. 6C Transition & Account Simplification  
(Executive Staff: Samuel Johnson, Lisa Telles, Amy Potter)

Executive staff responsible for Operations, Communications and Finance will provide the Committee with a review of staff's proposed implementation plan for incorporating 6C transponders, simplifying account offerings and fee structures. Staff requests feedback from the Committee on presenting the plan to the Boards as part of an upcoming workshop.

Recommendation: Discussion

D. Modernization of Operations Environment - Design Services Contract Amendment  
(Samuel Johnson, Chief Toll Operations Officer)

Staff will provide the Committee with an update on this FY18/FY19 initiative along with a proposed amendment to contract K001176 to finalize the architectural and engineering design for the Pacifica remodel.

Recommendation: Staff is seeking Committee approval to present this item for consideration by the Boards of Directors at the April 12, 2018 meeting.

Attachment: DRAFT Staff Report

E. Committee Room Audio Visual System Upgrade  
(Chris Thompson, IT Manager)

Staff will present the Committee with plans for upgrading audio/visual systems in the Committee Room and key conference rooms. Staff intends to take a recommendation for contract award to the boards once the procurement is complete.

Recommendation: Information Only



**IV. ADJOURNMENT**

The next regular meeting of the Joint Toll Operations Committee is currently scheduled for June 27, 2018 at noon, TCA Offices, 125 Pacifica, Irvine, CA 92618.

***To assist you in your compliance with CA Government Code 84308 relating to receipt of contributions, please be advised that at this meeting, staff will be reviewing and/or discussing the following contractors/consultants:***

**Item A: FY19 Initiatives, Staffing and Contracts**

- BRiC
- Corridor Management Group, joint venture of:
  - WSP
  - HNTB
    - Subconsultants:
    - Atkins
    - Coast Surveying
    - DG Construction Management
    - Geosyntec
    - Lynn Capouya
    - Overland, Pacific & Cutler
    - Terraken Geotechnical
    - Tom O'Malley
- Chase Merchant Services
- Faneuil
- Global Agility
- IBI Group
- Pay Near Me
- Q-Free
- Questmark
- Traffic Technology, Inc.
- TransCore

**Item B – Biennial Customer Satisfaction and Usage Studies**

- Cogensia
- Ewald & Wasserman Research Consultants, LLC
- Redhill Group, Inc.

**Item D: Modernization of Operations Environment - Design Services Contract Amendment**

- H. Hendy

**Item E: Committee Room Audio/Visual System Upgrade**

- TBD