



Committee Members

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

Transportation Corridor Agencies Offices
125 Pacifica, 2nd Floor, Committee Conference Room
Irvine, CA 92618
Wednesday, July 26, 2017
Noon to 1:30 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. 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 – D)

**A. Customer Service System and Mobile App - Contract Amendments
(Rick Carrier, Director of Tolling and Customer Information Systems)**

Staff will provide the Committee a report on proposed contract amendments to align contract authority with the approved budgets and cost allocations.

Recommendation: Staff is seeking Committee approval to present this item for consideration by the San Joaquin Board of Directors at the August 10, 2017 meeting.

Attachment: DRAFT Staff Report



B. One-Time-Toll Update

(Rick Carrier, Director of Tolling and Customer Information Systems)

Staff will provide the Committee an update on new One-Time-Toll features.

Recommendation: Information Only

C. Tolling System Performance Reporting

(Rick Carrier, Director of Tolling and Customer Information Systems)

Staff will provide the Committee an update on performance statistics of the backoffice and roadway systems and solicit feedback for what should be presented to the Boards.

Recommendation: Discussion

D. Customer Service Performance Reporting

(Madeleine Battle, Director, Customer Service)

Staff will provide the Committee an update on customer service performance statistics and solicit feedback for what should be presented to the Boards.

Recommendation: Discussion

IV. ADJOURNMENT

The next regular meeting of the Joint Toll Operations Committee is currently scheduled for August 23, 2017 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. - CS System and Mobile App - Contract Amendments

BRiC-TPS, LLC

IBI Group