



**Committee Members**

Scott Peotter, Chair  
Ed Sachs, Vice Chair  
Tony Beall  
Cynthia Connors  
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, September 27, 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](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 – B)**

A. Customer Service Back-Office System – Contract Award  
(Rick Carrier, Director of Tolling and Customer Information Systems)

Staff will provide the Committee an update on the procurement process and proposal evaluation results for selecting a contractor to implement a replacement Customer Service Back-Office System.



Recommendation: Staff is seeking Committee approval to present the contract award recommendation for consideration by the Board of Directors at the October 12, 2017 meeting.

Attachment: DRAFT Staff Report

B. Revised Customer Service Reporting  
(Madeleine Battle, Director, Customer Service)

Staff will provide the Committee an update on the revisions requested by the Committee for the customer service performance infographic and solicit additional feedback for finalizing the format and data to be presented quarterly to the Committee and annually to the Boards of Directors.

Recommendation: Discussion

**IV. ADJOURNMENT**

The next regular meeting of the Joint Toll Operations Committee is currently scheduled for October 25, 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 – Customer Service Back-Office System – Contract Award**

- BRiC
- ETAN
- TollPlus