



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, 2nd Floor, Committee Conference Room
Irvine, CA 92618
Wednesday, November 29, 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 – F)

**A. Image Review - Contract Amendment
(Alphan Turkeli, Program Manager)**

Staff will present the Committee an amendment recommendation to request Board approval to increase contract authority for manual image review services.

Recommendation: Staff is seeking Committee approval to present this item for consideration by the Board of Directors at the December 14, 2017 meeting.

Attachment: DRAFT Staff Report



B. 6C Transponder Transition

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

Staff will present an introductory item related to California's transition from the existing Title-21 transponder protocol to the 6C protocol.

Recommendation: N/A

C. Interoperability Update

(Samuel Johnson, Chief Toll Operations Officer)

Staff will provide the Committee an update on Statewide, Western States and national interoperability efforts.

Recommendation: N/A

D. Mobile App Enhancement

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

Staff will present the Committee an amendment recommendation to request Board approval to increase contract authority for The Toll Roads mobile app enhancements.

Recommendation: Staff is seeking Committee approval to present this item for consideration by the Board of Directors at the December 14, 2017 meeting.

Attachment: DRAFT Staff Report

E. Cash Payment Network Expansion

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

Staff will update the Committee on the status of adding Pay Near Me as an additional cash payment network provider as a precursor to presenting the informational item to the Boards of Directors.

Recommendation: N/A

Attached: DRAFT Staff Report

F. Customer Service Q1 Performance

(Madeleine Batlle, Director, Customer Service)

Staff will provide the Committee the Customer Service First Quarter Performance Infographic to be distributed to the Boards of Directors as part of the CEO's communications.

Recommendation: N/A



IV. ADJOURNMENT

The next regular meeting of the Joint Toll Operations Committee is currently scheduled for January 24, 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 – Image Review – Contract Amendment

- Global Agility

Item D – Mobile App Enhancement – Contract Amendment

- IBI
 - Green Owl

Item E – Cash Payment Network Expansion

- Pay Near Me