

## AGENDA

### I-10 and I-15 Joint Sub-Committee

October 14, 2021

9:45 AM

(Immediately Following Metro Valley Study Session)

#### Location

San Bernardino County Transportation Authority

*First Floor Lobby Board Room*

1170 W. 3rd Street, San Bernardino, CA 92410

#### *I-10 and I-15 Joint Sub-Committee Membership*

##### Chair

Mayor Pro Tem Alan Wapner  
City of Ontario

##### Vice Chair

Council Member Art Bishop  
Town of Apple Valley

##### West Valley Representatives

Mayor Acquanetta Warren  
City of Fontana

Mayor L. Dennis Michael  
City of Rancho Cucamonga

##### East Valley Representatives

Mayor Frank Navarro  
City of Colton

Mayor Pro Tem Larry McCallon  
City of Highland

Mayor Deborah Robertson  
City of Rialto

Supervisor Joe Baca, Jr.  
County of San Bernardino

##### Mt./Desert Representatives

Supervisor Paul Cook  
County of San Bernardino

# **AGENDA**

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### **CALL TO ORDER**

**(Meeting Chaired by Alan Wapner)**

- I. Attendance**
- II. Previous Meeting Follow-Up – Presenter: Paula Beauchamp**
  - A. I-15 Express Lanes Riverside County Transportation Commission Coordination
- III. I-10 Contract 1 Walk-In Center – Presenter: Tim Byrne**
  - A. Direct staff to explore establishing initial low cost pilot Walk-in Center in the vicinity of the I-10 Corridor to administer the Toll Equity Program and continue to monitor and evaluate other opportunities as the Toll Program matures.
- IV. Upcoming Topics – Presenter: Tim Byrne**
- V. Public Comment**

### **ADJOURNMENT**

The next meeting of the I-10 and I-15 Joint Sub-Committee is scheduled for November 10, 2021.

## Meeting Procedures and Rules of Conduct

**Meeting Procedures** - The Ralph M. Brown Act is the state law which guarantees the public's right to attend and participate in meetings of local legislative bodies. These rules have been adopted by the Board of Directors in accordance with the Brown Act, Government Code 54950 et seq., and shall apply at all meetings of the Board of Directors and Policy Committees.

**Accessibility** - The meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or services are needed in order to participate in the public meeting, requests should be made through the Clerk of the Board at least three (3) business days prior to the Board meeting. The Clerk can be reached by phone at (909) 884-8276 or via email at [clerkoftheboard@gosbcta.com](mailto:clerkoftheboard@gosbcta.com) and office is located at 1170 W. 3<sup>rd</sup> Street, 2<sup>nd</sup> Floor, San Bernardino, CA.

**Agendas** – All agendas are posted at [www.gosbcta.com/board/meetings-agendas/](http://www.gosbcta.com/board/meetings-agendas/) at least 72 hours in advance of the meeting. Staff reports related to agenda items may be reviewed online at that web address. Agendas are also posted at 1170 W. 3<sup>rd</sup> Street, 1st Floor, San Bernardino at least 72 hours in advance of the meeting.

**Agenda Actions** – Items listed on both the “Consent Calendar” and “Discussion” contain recommended actions. The Board of Directors will generally consider items in the order listed on the agenda. However, items may be considered in any order. New agenda items can be added and action taken by two-thirds vote of the Board of Directors or unanimous vote of members present as provided in the Ralph M. Brown Act Government Code Sec. 54954.2(b).

**Closed Session Agenda Items** – Consideration of closed session items excludes members of the public. These items include issues related to personnel, pending litigation, labor negotiations and real estate negotiations. Prior to each closed session, the Chair will announce the subject matter of the closed session. If action is taken in closed session, the Chair may report the action to the public at the conclusion of the closed session.

**Public Testimony on an Item** – Members of the public are afforded an opportunity to speak on any listed item. Individuals wishing to address the Board of Directors or Policy Committee Members should complete a “Request to Speak” form, provided at the rear of the meeting room, and present it to the Clerk prior to the Board's consideration of the item. A "Request to Speak" form must be completed for each item an individual wishes to speak on. When recognized by the Chair, speakers should be prepared to step forward and announce their name and address for the record. In the interest of facilitating the business of the Board, speakers are limited to three (3) minutes on each item. Additionally, a twelve (12) minute limitation is established for the total amount of time any one individual may address the Board at any one meeting. The Chair or a majority of the Board may establish a different time limit as appropriate, and parties to agenda items shall not be subject to the time limitations. Members of the public requesting information be distributed to the Board of Directors must provide 40 copies of such information in advance of the meeting, except for noticed public hearings. Information provided as public testimony is not read into the record by the Clerk.

The Consent Calendar is considered a single item, thus the three (3) minute rule applies. Consent Calendar items can be pulled at Board member request and will be brought up individually at the specified time in the agenda allowing further public comment on those items.

**Agenda Times** – The Board is concerned that discussion take place in a timely and efficient manner. Agendas may be prepared with estimated times for categorical areas and certain topics to be discussed. These times may vary according to the length of presentation and amount of resulting discussion on agenda items.

**Public Comment** – At the end of the agenda, an opportunity is also provided for members of the public to speak on any subject within the Board’s authority. Matters raised under “Public Comment” may not be acted upon at that meeting. “Public Testimony on any Item” still applies.

**Disruptive or Prohibited Conduct** – If any meeting of the Board is willfully disrupted by a person or by a group of persons so as to render the orderly conduct of the meeting impossible, the Chair may recess the meeting or order the person, group or groups of person willfully disrupting the meeting to leave the meeting or to be removed from the meeting. Disruptive or prohibited conduct includes without limitation addressing the Board without first being recognized, not addressing the subject before the Board, repetitiously addressing the same subject, failing to relinquish the podium when requested to do so, bringing into the meeting any type of object that could be used as a weapon, including without limitation sticks affixed to signs, or otherwise preventing the Board from conducting its meeting in an orderly manner. Your cooperation is appreciated!



## I-10 and I-15 Joint Sub-Committee

Department of Project Delivery and Toll Operations

October 14, 2021



**cta**

San Bernardino County  
Transportation Authority

### I-15 Express Lanes Riverside County Transportation Commission (RCTC) Coordination

#### *Next Steps*

- RCTC to perform financial analysis
- SBCTA activity
  - Provide data as necessary to RCTC for analysis
  - Finalize initial cooperative agreement terms
  - Present draft terms to Joint Sub-Committee in November
  - Consider cooperative agreement (Dec. MVSS/Jan. Board)
  - Future SBCTA/RCTC agreements
    - Financial & Operations agreements



Previous Meeting Follow-up

## Original Toll Program Assumptions

- Lean operation to ensure satisfaction of financial obligations
- Partnership with TCA, leverage existing infrastructure
  - Tie into existing customer service center
  - Online account setup
  - Online/phone support for customer service activities
  - Online toll/violation payment
- Partner with local businesses for PayNearMe option
  - For unbanked and convenience



Walk-in Center

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## Walk-in (Customer Service) Center Purpose

- Open FasTrak account
- Obtain/replace transponder/sticker tag
- General account services (complaints/replenish account)
- Pay for license plate trips
- Pay violation notices
- Request violation dispute review
- Administer Equity Program
  - Low income
  - Disabled veteran proof verification



Walk-in Center

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## Walk-in (Customer Service) Center Considerations

- Is physical location necessary?
  - Can service center transactions be performed online?
- Location
- Do costs outweigh benefits?
- Cost
  - Original project cost did not assume a Walk-in Center
- Safety
- Handling of cash and personally identifiable information (PII)
- Maintenance/operations

### SBCTA On-Site Walk-in Center (WIC)

<b>Description</b>	Existing SBCTA office space/Depot Lobby would be converted to a WIC that would be operated remotely by a 3 <sup>rd</sup> party Customer Service Representative
<b>Examples</b>	<ul style="list-style-type: none"> <li>• Orange County Transportation Authority</li> <li>• Los Angeles Metro</li> <li>• The Toll Roads</li> </ul>
<b>Advantages</b>	<ul style="list-style-type: none"> <li>• SBCTA can monitor Customer Service Center (CSC) staff at work and volume of traffic at the WIC</li> <li>• Already-established building security</li> <li>• Least level of effort and cost assuming space available that does not require significant build-out</li> <li>• No PayNearMe fee</li> <li>• Ability to collect demographic data from customers</li> </ul>
<b>Disadvantages</b>	<ul style="list-style-type: none"> <li>• Location is not near the I-10 or I-15 Express Lane facilities</li> <li>• If in SBCTA offices, customers would have to go through security</li> <li>• If in Depot Lobby, limited space availability</li> <li>• Concern over safety regarding handling cash</li> </ul>



## Mall Storefront / Kiosk

<b>Description</b>	Lease mall storefront or kiosk that would be converted to a WIC
<b>Examples</b>	<ul style="list-style-type: none"> <li>The Florida Centralized Customer Service System in Ocoee, FL is in a former Sears location and has a WIC accessible from the mall. WIC is not “stand-alone” because the entire CSC operation is at that site.</li> <li>Central Florida Expressway used to have a WIC in a mall</li> <li>No current examples of a mall kiosk WIC</li> </ul>
<b>Advantages</b>	<ul style="list-style-type: none"> <li>Could be located near the SBCTA facilities at the Ontario Mills mall near the I-10/I-15 interchange</li> <li>Parking and Mall security provided</li> <li>High visibility and foot traffic</li> <li>Marketing/communications opportunities</li> </ul>
<b>Disadvantages</b>	<ul style="list-style-type: none"> <li>Rental cost and leasing requirements</li> <li>Higher cost investment for build-out/set-up/operations                             <ul style="list-style-type: none"> <li>Mall hours typically longer than typical work hours</li> </ul> </li> </ul>



## Walk-in Center Options

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## Co-locate with Existing Business

<b>Description</b>	Partner with an existing business and establish a WIC within the partner’s facility such as AAA, DMV, grocery stores, car dealerships, auto part store or even City Hall.
<b>Examples</b>	<ul style="list-style-type: none"> <li>Massachusetts Department of Transportation (AAA)</li> <li>State Road and Tollway Authority - Georgia (4 DMV locations)</li> <li>Delaware Department of Transportation (DMV)</li> </ul>
<b>Advantages</b>	<ul style="list-style-type: none"> <li>Added convenience for customers already going to AAA/DMV/etc.</li> <li>Partner business is responsible for the security (as part of the already-established building security)</li> <li>Cash pick-up likely already occurs at partner business facility</li> <li>Lower cost investment for build-out/set-up</li> </ul>
<b>Disadvantages</b>	<ul style="list-style-type: none"> <li>Violation conversations may adversely affect partner business</li> <li>Must be open the same hours (no more, no less)</li> <li>Physical set up may be restrictive</li> <li>Would likely still be subject to a lease agreement</li> </ul>



## Walk-in Center Options

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## Mobile WIC

<b>Description</b>	SBCTA would procure and convert a van or trailer into a branded mobile WIC. SBCTA would strategically locate the van based on determined WIC need.
<b>Examples</b>	<ul style="list-style-type: none"><li>• Los Angeles Metro</li><li>• Oklahoma Turnpike Authority (trailer)</li><li>• Texas Department of Transportation (trailer)</li></ul>
<b>Advantages</b>	<ul style="list-style-type: none"><li>• Purpose built for the function</li><li>• Vehicle acts as a roving or stationary billboard</li><li>• Can be taken to multiple locations</li></ul>
<b>Disadvantages</b>	<ul style="list-style-type: none"><li>• Need to determine where it will be parked and if it will move</li><li>• Agencies tend to not use nearly as much as they thought they would due to scheduling burden (although this can be mitigated with set schedule)</li><li>• Potential for high level of effort for relatively minimal return</li></ul>



## Joint Sub-Committee Recommended Action

- Direct Staff to explore establishing initial low cost pilot Walk-in Center in the vicinity of the I-10 Corridor to administer the Toll Equity Program and continue to monitor and evaluate other opportunities as the Toll Program matures.

## 1. RCTC Cooperative Agreement

- Joint Sub-Committee - November
- Metro Valley Study Session – December

## 2. TransCore Option for I-15 (Metro Valley Study Session – December)

## 3. Incident Management Plan, Operations and Maintenance (December)

## 4. Brightline Coordination Update (December)

