

**MINUTES OF THE 681st MEETING OF THE
OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION
JANUARY 25, 2021**

Chairman: Good morning. Will you please stand and join me in reciting the *Pledge of Allegiance*. The meeting will come to order.

We are here on video conference – not in person as Amended House Bill 404 effective November 22, 2020, extends the temporary authorizations that public bodies received in HB 197 to meet remotely, with an expiration date of July 1, 2021. We are doing our part to help prevent the spread of COVID-19.

Ms. Vickie Eaton Johnson is unable to attend today’s meeting.

I would like to welcome Senator Bill Reineke who, pursuant to Ohio Revised Code Section 5537.02(B)(1)(c), was appointed on January 19, 2021 by the Ohio Senate President, Matt Huffman, to serve on the Ohio Turnpike and Infrastructure Commission as a non-voting member.

Will the Assistant Secretary Treasurer, Ferzan Ahmed, please call the roll?

Assistant Secretary-Treasurer: Chairman Hruby

Chairman, Jerry Hruby: Here

Assistant Secretary-Treasurer: Vice Chairman Paradiso

Vice Chairman, Timothy Paradiso: Here

Assistant Secretary-Treasurer: Secretary-Treasurer Barber

Secretary-Treasurer, Sandra Barber: Here

Assistant Secretary-Treasurer: Mr. Coviello

Commissioner, Guy Coviello: Here

Assistant Secretary-Treasurer: Dr. Marchbanks

Commissioner, ODOT Proxy, Dr. Jack Marchbanks: Here

Assistant Secretary-Treasurer: Mr. Kennedy

Office of Budget and Management, James Kennedy: Here

Assistant Secretary-Treasurer: Senator Reineke

Senator Bill Reineke: Here

Chairman: We have a quorum. This is the 681st Meeting of the Ohio Turnpike and Infrastructure Commission. We are holding a meeting today via Microsoft Teams.

As mentioned at the beginning, Amended House Bill 404 effective November 22, 2020, allows us to continue using video conferencing for all public meetings until July 1, 2021. Accordingly, we can check in with our Technology team after the meeting and confirm that this was available by live stream to the public.

Various reports will be received, and we will act on several resolutions. Draft copies have been sent to the Members. The resolutions will be explained during the appropriate reports.

May I have a motion to adopt the Minutes of the December 21, 2020, Commission Meeting?

MOTION: A motion to adopt the Minutes of December 21, 2020, Commission Meeting was made by Vice Chairman Paradiso and seconded by Mr. Coviello.

Chairman: The December 21, 2020 Commission Meeting Minutes are adopted. We will move on with the report of the Secretary-Treasurer, Mrs. Barber.

Secretary-Treasurer: The following items have been provided to the Members since the last scheduled meeting of the Commission on December 21, 2020:

1. Five Resolutions;
2. Draft Minutes of the December 21, 2020, Commission Meeting; and
3. Agenda for today's meeting.

We have included in their folders for today's meeting, the following additional documents:

1. Traffic Crash Summary Report, December 2020;
2. Traffic and Revenue Report, December 2020;
3. Total Revenue by Month and Year, December 2020;
4. Investment Report, December 2020;
5. Financial Statement, December 2020; and
6. Budget Report – Twelve Months 2020.

That concludes my report, Mr. Chairman.

Chairman: Thank you. Any questions or comments regarding the Secretary-Treasurer's report? Hearing none, we will move on to the report from the Executive Director, Ferzan M. Ahmed.

Director Ahmed: Good morning, Commission Members. Since this is our first meeting in 2021, I would like to give you a recap of 2020 and a brief preview of 2021.

Despite the pandemic, we had a productive year at the Turnpike. Like every other public entity that depends on revenue from the movement of people and goods, we saw lower revenues.

The total reduction in revenue in 2020 was \$41.6 million below budget. Most of the decrease was due to lower toll revenue, which was approximately 10.8% below the budgeted amount. The other major decreases were due to lower concession revenue, lower investment returns, lower lease and advertising revenue, and lower fuel tax revenue from the fuel sold at the Turnpike service plazas.

The loss was offset by several items where we actually saved money. I would like to list them for you.

Our operating costs were approximately \$15.9 million, or 11.9% below budget. A large portion of these savings were due to a hiring freeze under which we did not backfill positions vacated by retirements. Since we saw steep decreases in traffic volumes, we were able to defer the backfilling of many positions. Other savings were due to decreased fuel usage and utilities.

We were also able to save almost \$6.4 million in debt service payments by taking advantage of lower interest rates and refinancing existing debt.

Another factor that helped offset the large revenue loss was that we received approximately \$3.2 million in corona virus relief funds.

I would now like to highlight a few operational specifics.

During the early months of the pandemic when traffic was at its lowest, we were able to operate all but ten toll plazas with automatic toll collection machines and *E-ZPass*[®]. As traffic slowly increased to near pre-pandemic levels, our Toll Operations department and Human Resources department worked very closely to re-staff the plazas that were operating with machines only.

We recognized early on that the service plazas would play a critical role in keeping the economy functioning throughout the pandemic. While some concession services were scaled back, all fourteen service plaza facilities remained open 24-hours a day, serving passenger and commercial drivers delivering essential services and supplies throughout Ohio and beyond.

The team did a great job with operations, and we took necessary steps to keep our employees and customers safe.

These steps included fumigation, CDC recommended cleaning supplies, personal protective equipment, supplies for notification and communication, and computer equipment to facilitate remote working. The extra cost of these measures was approximately \$321,000. I believe this was a good investment in our operations, as is evident by the fact that we continued to provide the essential service we do.

One of our main initiatives in 2020 was the implementation of a new Customer Service Center, which is the back office part of the new Toll Collection System. Remote work provided many challenges that led to delays. However, I am happy to report that we are on track to go live with the new CSC by mid-February. It is my hope that Director Dave Miller will be able to report on a successful implementation at the February Commission Meeting.

In June of 2020, we started the new Toll Collection System project. The design is approximately 8% complete. While the toll collection system design is being done, our consultants and contractors have made progress to keep the design and construction of the roadway infrastructure projects on schedule.

We also continued the process to work on the legislation required to fully implement and enforce our new Toll Collection System. The legislation will focus on four key objectives:

- 1) specify that the liability of unpaid tolls belongs to both, the owner/lessee and driver of the vehicle;
- 2) protect the customer's due process rights for contesting unpaid tolls or fees;
- 3) allow the Commission to work with the BMV to require vehicle owners to pay delinquent tolls before they can register their vehicle; and
- 4) protect the personal identifiable information gathered by the Commission during the collection of tolls.

We conducted meetings with the Ohio BMV and legislative caucus staff to brief them on the legislation. With Senator Reineke joining us this morning, we are looking forward to start working with him on the legislation. We will also be working with the Senator's counterpart from the House of Representatives.

In addition to the large projects that are very visible, our team has been working on a few other projects that I would like to recognize.

- We implemented "DocuSign" that allowed us to manage workflow remotely.
- We started the development of a document management system for all legal and contract documents.

- We upgraded the security cameras at both the Administration and Technology buildings.
- We implemented our first Variable Speed Limit (VSL) work zone in Construction.
- Every Monday, Wednesday and Friday, live fuel prices at our service plazas are updated automatically on our website.
- We partnered with ODOT to make it possible for our traffic alerts to automatically show up on the Buckeye Traffic statewide system that reaches a very large number motorists.
- Congratulations to our Marketing & Communications Department. Thanks to them, we are recipients of two Cleveland Rocks Awards from the Greater Cleveland Chapter of the Public Relations Society of America.
 - The first was a Bronze Award in the Events Category for the: *“National Underground Railroad Historical Marker Dedication Ceremonies on the Ohio Turnpike”* with the Governor’s Office, Friends of Freedom Society and Ohio History Connection.
 - The second award was a Silver Award in the Community Relations Cause Campaign for *“Girl Scout Cookies for Truckers on the Ohio Turnpike”* with Junior Girl Scout Troop 71268, who donated cookies to truck drivers at our service plazas. In fact, the Turnpike received an assist from Governor DeWine, when he featured our project at the beginning of one of his daily briefings.

I would now like to talk briefly about a few 2021 initiatives:

1. The design of the new toll collection system will be in full swing. In addition to the design, there will be several construction activities related to the toll collection system.
2. The four new toll plazas for open road tolling at mile markers 4 and 49 on the west side, and mile markers 211 and 239 on the east side will be under construction. Some toll plazas and pavement work will be complete in 2021, while others will commence in 2021 and end in 2022 and 2023.

In addition to physical infrastructure, there are four other projects that will commence in 2021 related to the toll collection system:

1. The award of a Manual Image Review Services Contract. We anticipate presenting this at the June Commission Meeting. This allows someone to read the license plates if they are captured by cameras.

2. The award of a new Credit Card Processing Services Contract.
3. Finalizing the Scope of Work for the Unpaid Toll Collections Services RFP, which will be issued in early 2022.
4. Prepare a Scope of Work for the Print House Services RFP, which will also to be issued in early 2022. These services will be for customer correspondence with the new toll collection system for invoices, statements, and notifications.

We initially discussed these projects early in 2020 at a work session. We will do another work session either next month or in March to review these projects with Commission Members.

Our Service Plaza Operations team will be working toward re-establishing services with increasing traffic volume and improving consumer confidence.

New concession contracts will be awarded at the Portage and Brady's Leap Service Plazas. The goals with these new contracts are to modernize concession services, and create new programs including Automated Retail Vending and development of a new RV Parking advertising and payment program.

We are spread out in over fifty facilities across 241-miles, and it is important to provide turnpike information to all our team members. To assist with messaging and communications, we have started a weekly short video called "News From The Big Road." The first video was sent out last week and gave a snapshot of the approved 2021 budget. In future videos we plan to feature projects, people, and news about the Turnpike so that all our team members are informed.

And finally, we will be working on a new Diversity and Inclusion plan with the help of the Department of Administrative Services. We will start with a training course to help create a mission statement and the goals of the plan.

I would like to close my comments by recognizing all employees, from the Directors to front line staff for their dedication, for stepping up during an unprecedented year, that I hope we never have to live through again.

Mr. Chairman, that concludes my report. There is one other item I would like to talk about.

With the new General Assembly there have been some changes and Senator McColley, who has been working with us has been reassigned to a leadership position. We congratulate Senator McColley for this new leadership position. We would like to recognize his distinguished service not only to Ohio, his championship for transportation causes, but service to us on the Ohio Turnpike. On a personal level, my third day on the job back in 2019, I had to testify before the Ohio House and the Ohio Senate, and a few minutes before my hearing at the Senate, Senator McColley and I had a very nice conversation and he put me at ease and I was able to halfway make intelligent comments because of his graciousness and I truly appreciated that.

With your permission, Mr. Chairman, may I please ask the General Counsel read the title of the resolution honoring the distinguished service of Senator McColley.

General Counsel: Resolution Honoring the Distinguished Service of Ohio State Senator Rob McColley.

Chairman: Senator, on behalf of the Commission, thank you so much for your distinguished service. We have appreciated your input. We appreciated the fact that you represented us so well in Columbus. Again, thank you so very much and I look forward to any encounters that we may have in the future. We wish you the very best as you continue to serve this state with distinction.

Senator McColley: Thank you, Mr. Chairman. It has been an absolute honor to serve on the Ohio Turnpike and Infrastructure Commission. It has been an incredible learning experience. You know, the Turnpike runs through my district, but you do not really get to learn nearly as much about the inner workings of it or the great people who work there until you actually get to go back behind the curtain. It has been an absolute honor of mine. It has been a pleasure to work with all of you. I know you are in more than capable hands with Senator Reineke. I look forward to continuing to work with all of you going forward.

So, thank you so much. I do appreciate it.

Chairman: Thank you. Any other comments? Hearing none, please call the roll.

MOTION: A motion to adopt *Resolution Honoring the Distinguished Service of Ohio State Senator Rob McColley* was made by Secretary-Treasurer Barber, seconded by Dr. Marchbanks, and approved by all Commission Members present. Resolution No. 1-2021.

Chairman: The resolution passes unanimously. Thank you again Senator McColley. Senator Reineke, we look forward to working with you in the future.

Senator Reineke: Thank you, Mr. Chairman. I want to thank you all for your kind remarks. I am looking forward to working with everyone. I will contact Senator McColley whenever I need other information. I have always enjoyed working with him.

As you know, the Turnpike goes right through Sandusky County, so I am looking forward to helping our constituents with sustaining that economy up here as part of the Ohio Turnpike and Infrastructure Commission.

Chairman: Thank you very much. We look forward to our relationship in the future. Ferzan, I would like to tell you that was a very thorough and a very optimistic forecast for our upcoming year. It is good to hear. Any good news is good to hear considering what we went through last year. Thank you very much for your report. Do you have anything further, Ferzan?

Director Ahmed: No, Mr. Chairman that concludes my report.

Chairman: Thank you. We will move on to the report of the Chief Engineer, Tony Yacobucci.

Chief Engineer: Good morning, Mr. Chairman and Commission Members, and welcome Senator Reineke, we look forward to working with you. I have two resolutions for your consideration this morning.

The first resolution for your consideration seeks the Commission's authorization to award Contract No. 39-20-04 for the Reconstruction of the Eastbound and Westbound Mainline Pavement and Shoulders from Milepost 236.34 to Milepost 241.25, the construction of the westbound entrance and exit ramps to and from Toll Plaza 239, and the construction of the westbound Open Road Tolling lanes all in Mahoning County. This Project is part of the Modernization of the Toll Collection System and will be performed over the 2021 through 2023 construction seasons. This work is included in the 2021 Capital Improvement Budget. On January 12, 2021, Procurement received two (2) bids for this Contract. The Contract Documents included a line item for a voluntary Temporary Access Deduct Alternate. The apparent low bid, when including the deduct alternate, was submitted by Shelly and Sands, Inc. (Shelly and Sands), of North Jackson, Ohio, in the amount of \$39,909,520.65. Shelly and Sands included a line item deduct in the amount of \$100,000 for the Temporary Access Deduct Alternate. The base bid submitted by Shelly and Sands, without the deduct alternate, is below the Engineer's Estimate. The Construction Manager, Hill International, Inc., of Broadview Heights, Ohio, and Commission staff have carefully evaluated the complete bid tabulation and finds no errors or anomalies. Based on a review of Shelly and Sands' Financial Statement and Experience Questionnaire, it appears they have the capacity to perform this work. Additionally, they have previously performed similar projects for the Commission in the past. Shelly and Sands has committed to meet the 11% SBE goal as set by the Office of Equity and Inclusion. Therefore, it is recommended that the Commission award Contract No. 39-20-04 to Shelly and Sands, Inc., of North Jackson, Ohio, in the amount of \$39,909,520.65, which includes the Deduct Alternate. This Resolution also contains provisions to assign Jacobs Engineering Group, of Cleveland, Ohio, to assist with construction services, and to assign Professional Services Industries, Inc., of Girard, Ohio, to perform material testing services. With your permission, may the General Counsel please read the title of the resolution.

General Counsel: Resolution Approving the Selection of Shelly & Sands Inc. for Project No. 39-20-04 for the Total Amount of \$39,909,520.65 and Approving Jacobs Engineering Group and Professional Service Industries, Inc. to Perform Professional Services on the Project.

Chairman: Any questions or comments?

Mr. Coviello: Mr. Chairman, why only two bids?

Chief Engineer: Mr. Chairman and Commission Member Coviello, we actually had three prime contractors that were asking questions on the project, so we actually anticipated three. Obviously, the size of the project does minimize the number of contractors that are capable of being bonded for this or physically being able to perform the work.

Mr. Coviello: Okay. Tony, will there be traffic disruptions while this is going on?

Chief Engineer: Mr. Chairman and Commission Member Coviello, there obviously is a possibility to have some traffic interruptions based on the fact that we do have to have lanes closed in order to perform the pavement replacement work. The way this project is set up, is the two lanes coming into the plaza in both directions will be maintained, but will only have one lane going out of the plaza in order to construct the facility. We do have lane charts which actually tell the contractor when and when they cannot close lanes, but in a situation like this where we are permanently closing the lane during the entire construction season, we look to make sure that we can get traffic through that interchange, keeping in mind that the interchange traffic is coming to a stop condition, so it is being regulated as it goes through.

Mr. Coviello: One last question, can you remind us again what this will be like when it is done compared to what the interchange is currently.

Chief Engineer: Mr. Chairman and Commission Member Coviello, at Toll Plaza 239, which is our Eastgate or entrance to the Turnpike at the Pennsylvania line, in 2023 when we actually completely turn on the new toll collection system, we will have open road tolling, meaning anyone with a transponder going in the westbound direction will be able to cross through that toll plaza without having to stop at the speed limit of 70 miles-per-hour. The one thing that we did do at this interchange in the eastbound direction will be an un-tolled interchange. So, anyone going in the eastbound direction will be able to go through that interchange again, at highway speed of 70 miles-per-hour. Anybody that is paying cash in the eastbound direction will have to go into the existing toll plaza with our entrance and exit ramps that we are building and they will pay cash through either an ATPM or a toll collector at that interchange.

Mr. Coviello: Tony, thank you very much. I think that everybody over here on the eastside is anxious for such a smooth entering and exiting the Turnpike.

Chief Engineer: Thank you, Mr. Coviello.

Chairman: Any other questions or comments?

Dr. Marchbanks: Mr. Chairman, I would like to ask Mr. Yacobucci, when does the Turnpike identify the SBEs that will be working on the job and when do you know? When do you check to see that they are receiving a portion of the work that the prime contractor commits to?

Chief Engineer: Mr. Chairman and Dr. Marchbanks, as part of the bid package the contractor is required to provide a list of contractors and the estimated amounts that each SBE contractor will be performing. Then our program manager for the Office of Equity and Inclusion actually goes through that document and verifies that the contractor is providing us with the appropriate amount and then throughout the process during construction, we have a system called B2Gnow that the contractors are required to input all of that data, like how much each contractor will be performing and then how much they have paid them and then the subcontractor, who is the SBE, has to go in and actually confirm that information, so that we are assured that we are getting what we were told at the beginning of the project.

Dr. Marchbanks: Mr. Chairman and Chief Engineer Yacobucci, I am pleased to hear that. I am happy to see that you have identified the subcontractors who comprise the SBE commitment upfront.

Chief Engineer: Mr. Chairman and Commission Member Marchbanks, I do want to state that, obviously, that whole system was put together by our General Counsel and our program manager for the Office of Equity and Inclusion.

Chairman: Thank you. Any other questions? Hearing none, please call the roll.

MOTION: A motion to adopt *Resolution Approving the Selection of Shelly & Sands Inc. for Project No. 39-20-04 for the Total Amount of \$39,909,520.65 and Approving Jacobs Engineering Group and Professional Service Industries, Inc. to Perform Professional Services on the Project* was made by Chairman Hruby, seconded by Vice Chairman Paradiso, and approved by all Commission Members present. Resolution No. 2-2021.

Chairman: The resolution passes unanimously. Please continue, Tony.

Chief Engineer: The second resolution for your consideration seeks the Commission's authorization to award Construction Administration and Inspection Services for Mainline Pavement Replacement and Toll Collection System Program: Project Nos. 39-20-01 (Parts A, B & C) and 39-20-04.

On November 13, 2020, Procurement received six (6) Letters of Interest ("LOI") for this work. All the LOI's were independently reviewed, evaluated, and scored by the LOI Evaluation Team in accordance with the LOI requirements. The LOI Evaluation Team reviewed the Letters of Interest and concluded that Hill International, Inc. ("Hill"), of Broadview Heights, Ohio, was the highest-ranking submittal. The Office of Equity and Inclusion confirmed that all Respondent's met or exceeded the 25% SBE goal as set by the Office of Equity and Inclusion. Fee negotiations commenced between Hill and our Engineering Staff, and on January 13, 2021, a final fee proposal was submitted by Hill, to perform Construction Administration and Inspection Services on Project Nos. 39-20-01 and 39-20-04, for the Pavement Replacement and Toll Collection System Projects in the total not-to-exceed amount of \$8,199,178. Project No. 39-20-01 is the Reconstruction of the Eastbound and Westbound Mainline Pavement and Shoulders from Milepost 0.00 to Milepost 7.26, the construction of the entrance and exit ramps to and from new Toll Plaza 4 and the Open Road Tolling lanes, the site construction for the new mainline Toll Plaza 4, and the construction of a wetland as required by Ohio Environmental Protection Agency and Army Corps of Engineers, Section 401 and Section 404 Permits, respectively. Project No. 39-20-04 is the Reconstruction of the Eastbound and Westbound Mainline Pavement and Shoulders from Milepost 236.34 to Milepost 241.25, the construction of the westbound entrance and exit ramps to and from Toll Plaza 239 and the Open Road Tolling lanes. Both Projects will be performed over the 2021 through 2023 construction seasons, and this work is included in the 2021 Capital Improvement Budget. Engineering staff has reviewed and negotiated the fee proposal and finds it reasonable for the scope to be performed. Therefore, we are requesting Commission authorization for the award of the Construction Administration and Inspection Services for Mainline Pavement Replacement and

Toll Collection System Program Project Nos. 39-20-01 and 39-20-04 to Hill International, Inc., of Broadview Heights, Ohio, in the total amount not to exceed \$8,199,178. With your permission, may the General Counsel please read the title of the Resolution.

General Counsel: Resolution Approving the Selection of Hill International, Inc. for Construction Administration and Inspection Services for Project No. 39-20-01, Parts A, B and C, and Project No. 39-20-04 in the Total Amount of \$8,199,178.00.

Chairman: Are there any questions or comments? Hearing none, please call the roll.

MOTION: A motion to adopt *Resolution Approving the Selection of Hill International, Inc. for Construction Administration and Inspection Services for Project No. 39-20-01, Parts A, B and C, and Project No. 39-20-04 in the Total Amount of \$8,199,178.00* was made by Secretary-Treasurer Barber, seconded by Vice Chairman Paradiso, and approved by all Commission Members present. Resolution No. 3-2021.

Chairman: The resolution passes unanimously. Anything further, Tony.

Chief Engineer: Mr. Chairman, that completes my report.

Chairman: Thank you, Tony. We will now move on the report of the Chief Information Officer, Chriss Pogorelc.

Chief Information Officer: Good morning, Mr. Chairman and Members of the Commission.

I have one resolution for your consideration today. It is for the acquisition of a Contact Center Solution that will expand the functionality of the Commission's current Voice Over Internet Protocol ("VoIP") phone system for our Customer Service Center.

In 2016, Resolution 17-2016 was adopted for the replacement of the Commission's outdated private branch exchange ("PBX") telephone system with the State of Ohio Office of Information Technology's enterprise VoIP phone solution provided by Cincinnati Bell Technology Solutions or CBTS. This enterprise solution and the associated services are available to all State of Ohio agencies, boards, and commissions through an Ohio Department of Administrative Services Master Services Agreement.

As part of this project, Automatic Call Distribution ("ACD") and replacement of the legacy Interactive Voice Response ("IVR") system that was implemented as part of the 2009 Toll Collection and Customer Service Center ("CSC") project was planned. However, during implementation, it was determined that only the Automatic Call Distribution would be installed as the costs associated with the integration between the IVR and the Customer Service Center software was not justifiable based on the benefit it would ultimately provide to our customers and Turnpike operations. At that time, the decision was made to sunset the legacy IVR and to include the necessary integration of a new IVR into the requirements for the new CSC, which eventually became the TransCore Integrity Customer Service Center that was procured in January of 2019.

During the planning phase for the new CSC, it was determined that the best time for implementation to occur would be following the Phase 1 Go Live of the new TransCore Integrity Customer Service Center, but prior to the Go Live of the new Toll Collection System slated for 2023. Implementing at this time would allow us to add additional automated options to better serve our customers and enhance their dial-in experience, while also putting our Customer Service Center in a better position to handle the anticipated call volume increases.

Beginning in late 2019, a team of Turnpike personnel consisting of Customer Service Center Manager, Amanda Brown, Deputy Executive Director/CFO-Comptroller, Marty Seekely, Director of Audit and Internal Control, Dave Miller, Technical Analyst, Larry Crowl, Software Developer, Eric Green, and myself, along with support from our Stantec consultants Nate Podoll and Sean Tihal of Stantec began a comprehensive review of the contact center solutions inclusive of an IVR being used in other Tolling Agencies, various commercially available solutions, and the options that could be provided by our existing VoIP provider CBTS.

Through this review, we were able to develop a comprehensive list of requirements for our solution which included:

- Inbound call distribution
- Integrated screen pops between the contact center and the CSC software
- Courtesy call backs for customers should wait times get excessive
- Interactive Voice Response with natural language recognition which would allow our *E-ZPass*[®] customers to easily perform several self-service functions including:
 - o Checking their Acct balances or status of a recent payment
 - o Making a one-time payment
 - o Reporting a lost or stolen transponder
 - o Requesting an additional transponder
 - o And with the go live of the new Toll Collection System would allow customers to Make an unpaid toll or violations payment
- This solution would also include Spanish language recognition capabilities to allow our Spanish speaking customers to self-service their accounts or more easily be routed to our bi-lingual customer service representatives who can better service their needs.

Through this review process it was determined that the that solution offered by CBTS best met our requirements.

We spoke with representatives from several State of Ohio Agencies - the Department of Health, Department of Jobs and Family Services, Department of Development, and the Department of Public Safety that are currently using the CBTS services included in our requirements list and each indicated that they are very satisfied with the performance of the solution and in many cases highlighted the speed at which the solution was scaled within their organizations as part of their pandemic response.

Meetings with CBTS continued and led to a proposal for the design, testing, implementation, training, and support of a Contact Center Solution in the amount of \$105,140.00. Monthly reoccurring service fees to meet the current staffing and call volume of our Customer Service Center will be approximately \$2,419.08 a month or \$29,028.96 annually. However, since the solution is scalable and would require an increase in the reoccurring service fees if the staffing level necessitated additional agents or additional lines to accommodate increased call volume, we are requesting \$35,000.00 annually for the reoccurring service fees for the next five years of the Contract.

With your permission, would the General Counsel please read the title of the resolution?

General Counsel: Resolution Authorizing the Executive Director to Acquire a Contact Center Solution from Cincinnati Bell Technology Solutions Inc. Under the DAS Cooperative Purchasing Program.

Chairman: Any questions or comments?

Dr. Marchbanks: I just want to make sure that I am clear. What we are talking about is an expenditure of about \$105,000.00 with reoccurring service fees of about \$20,000.00. Is that correct, Chriss?

Chief Information Officer: Mr. Chairman and Dr. Marchbanks, that is correct. It is \$105,000.00 for the implementation and then we are looking at about \$30,000.00 annually for those service fees.

Senator Reineke: You were talking about payment and collection of customer information. How secure is that? I am asking the question understanding how ODJFS right now, has this huge fraud issue. So, if I am a customer and I call in my credit card number, how confident and how secure should I feel about that?

Chief Information Reineke: Mr. Chairman and Senator Reineke, it is 100% PCI compliant, which is the payment card industry. They have a set of standards that we must follow being somebody that accepts commercial credit cards. The integration between this will work with CBTS as well as our vendor on the customer service center, TransCore, and this will be baked into that PCI solution, where it is actually tokenized. So, all credit card information is essentially entered by the customer and it is tokenized before it even gets to the solution. So, it is 100% safe.

Chairman: Any other questions or comments? Hearing none, please call the roll.

MOTION: A motion to adopt *Resolution Authorizing the Executive Director to Acquire a Contact Center Solution from Cincinnati Bell Technology Solutions Inc. Under the DAS Cooperative Purchasing Program* was made by Mr. Coviello, seconded by Dr. Marchbanks, and approved by all Commission Members present. Resolution No. 4-2021.

Chairman: The resolution passes unanimously. Anything further, Chriss?

Mr. Pogorelc: No, Mr. Chairman that completes my report.

Chairman: Thank you. We will move on to the report of the Safety Services Manager, Cory Skoczen.

Mr. Skoczen: Good morning, Mr. Chairman and Commission Members. I have one resolution for your consideration this morning. My resolution for your consideration is for the award of contracts for our Disabled Vehicle Services. On November 19, 2020, the Commission issued an RFP seeking responses from Disabled Vehicle Services Operators interested in furnishing emergency roadway vehicle service to travelers whose vehicles become disabled or involved in an accident along the Ohio Turnpike. The contract was split into seven geographic zones, each approximately 35 miles. The contract has an initial term of three years with an option to renew for one, two-year period. On December 18, 2020, the Procurement Department received ten (10) proposals in response to the RFP. An evaluation team consisting of six Commission staff members evaluated the proposals, which included an on-site inspection of the operators towing and recovery equipment, as well as their garages and waiting areas. The Evaluation Team then awarded technical scores to each DVS operator, which scores reflected each DVS Operator’s overall operation and the ability to perform the services required under the RFP on a 24-hour, seven-days per week basis with the necessary and dedicated equipment and personnel. As a result of this process, the Evaluation Team has determined that the following companies best meet the Commission’s requirements and recommends that DVS contracts be awarded to the following companies along with each company’s monthly stipend allowance from the Commission:

<u>Zone</u>	<u>Company</u>	<u>Monthly Stipend Allowance</u>
DVS-1	Hutch’s Towing and Recovery, Inc. Holiday City, Ohio	\$3,400.00
DVS-2	Bubba’s Towing and Recovery Monclova, Ohio	\$3,400.00
DVS-3	Madison Motor Service, Inc. Fremont, Ohio	\$3,400.00
DVS-4	Interstate Towing and Transport Norwalk, Ohio	\$3,400.00
DVS-5	Rich’s Towing & Service, Inc. Middleburg Hts., Ohio	\$3,400.00
DVS-6	Interstate Towing and Transport Twinsburg, Ohio	\$3,400.00

DVS-7 Jeswald Auto Truck Service \$3,400.00
 Youngstown, Ohio

Lastly, I would like to note that two of the seven selected contractors are women owned businesses.

With your permission, may the General Counsel please read the resolution?

General Counsel: Resolution Awarding Contracts for Disabled Vehicle Services.

Chairman: Can you explain, the cost that we will incur with this. What is the cost then that is passed on thereafter to the driver of the vehicle? Do we have such a thing?

Safety Services Manager: Mr. Chairman, this is just almost like a retainer cost from the Commission that is for a 24-hour dispatcher inside of their facility and all the equipment requirements for the contract itself. The actual fees from the services provided get passed on to the customer. So, if the vehicle is being serviced or towed, that is billed to the customer.

Chairman: Was that part of the negotiations, what those fees would be?

Safety Service Manager: Those are all set by the Commission and those are based on AAA rates, along with national averages, Mr. Chairman.

Chairman: Do we have that somewhere? It was not attached to this.

Safety Services Manager: Mr. Chairman, the pricing for services individually?

Chairman: Yes.

Safety Services Manager: No, I do not think that is attached to that packet. I can certainly get it to you guys and the other Commission Members.

Chairman: I think the Commission Members should see what the motorist would be charged over and above what our stipend is. I know our stipend is to have the equipment and to have them on call 24-hours a day, I understand that. We have gone through that over the years. I would like to see what the individual charges are.

Safety Services Manager: Mr. Chairman, I will definitely get that information for yourself and the other Commission Members.

Chairman: Thank you. Any other questions? Hearing none, please call the roll.

MOTION: A motion to adopt *Resolution Awarding Contracts for Disabled Vehicle Services* was made by Vice Chairman Paradiso, seconded by Secretary-Treasurer Barber, and approved by all Commission Members present. Resolution No. 5-2021.

Chairman: The resolution passes unanimously. Anything further, Cory?

Mr. Skoczen: No, Mr. Chairman. That completes my report.

Chairman: Thank you. We will now move on to the report of the CFO/Comptroller/DED, Marty Seekely.

CFO/Comptroller/DED: Thank you, Mr. Chairman. I have a brief update on our traffic and revenue for the month of December.

This first chart shows the monthly passenger car miles traveled on the Ohio Turnpike over the past two years. Passenger car vehicle miles traveled continued to be impacted by the effect of COVID-19, particularly over the holidays as many people stayed home instead of visiting others.

As a result, passenger car vehicle miles traveled were down 31.0% in December.

However, commercial traffic continued to increase and was up 13.8% in December. The decrease in passenger car traffic combined with the toll rate increase caused passenger car toll revenue to decrease 29.2% in December from the same month last year.

The increase in commercial traffic combined with the toll rate increase caused commercial vehicle toll revenues to increase 16.7% in December. This chart shows the weekly percentage change in total toll revenue from the corresponding week of last year. You can see that toll revenue week ended April 18th was down 38.1% from last year. Since then, the decline from last year has fairly steadily lessened.

More recently, toll revenues were down 8.6% the week of Christmas, down 1.4% week ending January 2nd, up 7.1% week ending January 9th and up 9.1% week ending January 16th. Last week, which is not on the chart, toll revenue was up 7.6% from last year.

This chart shows year-to-date toll revenues through the month of December during each year over the past decade. Year-to-date total toll revenues were \$26.5 million or 8.6% below the amount from last year. If you subtract February 29th from this year's total, total toll revenues are down \$27.2 million or 8.8% from last year.

That completes my report on traffic and revenue. Next, I would like to provide a brief update on our bond issuance.

We have decided to not proceed with the refunding of the bonds that are callable in 2023 at this time. Our analysis currently shows that we would be better off waiting until November of 2022 and issue tax exempt bonds than issue taxable bonds at current interest rates.

We are scheduled to be in the market tomorrow to sell the new money bonds that will raise \$170 million for Turnpike capital projects. We will advise you of the results of the bond sale at the February Commission meeting.

That completes my report Mr. Chairman.

Chairman: Thank you, Marty. Any questions or comments? Hearing none, we will move on to the report of the General Counsel, Jennifer Stueber.

General Counsel: No report, Mr. Chairman.

Chairman: Thank you, Jennifer. We will now move on to the report of the Ohio State Highway Patrol, Staff Lieutenant William Haymaker.

Staff Lieutenant Haymaker: Good morning, Mr. Chairman and Commission Members. I have two incidents to present and an announcement of a new member of our management team at the Milan Post.

On January 6, 2021, Trooper Brian Mull, of the Swanton Post, stopped a vehicle for a speed violation. Trooper Mull smelled an odor of an alcoholic beverage and had the driver step out of the vehicle in order to perform field sobriety tests. As Trooper Mull was in the process of placing the driver under arrest, he locked up his arms and resisted arrest. Both the Trooper and the suspect went to the ground as the driver continued to resist. Ohio Turnpike Maintenance personnel, Ryan Hake, witnessed the resisting and stopped to assist Trooper Mull. With Ryan Hake's assistance, the suspect was taken into custody and charged with resisting arrest, assault, OVI, speeding and he was booked into jail.

On January 16, 2021, Sergeant Brian St. Clair, of the Swanton Post, was just finishing up a traffic stop on the berm of the Ohio Turnpike at Milepost 35 westbound, when his patrol car was struck by a westbound commercial vehicle that went off the right side of the roadway. The commercial vehicle was stopped by Trooper Kevin Doerle down the road. The commercial vehicle pulled over about one-half mile down the road, sat there for about a minute or two, and then actually left the scene of the crash and continued several miles down the road where he was stopped. He was charged with leaving the scene of the crash and driving off the roadway.

One of the new members of the Milan Post, who was recently promoted to the rank of Sergeant is Mandy Rodriguez. Sergeant Rodriguez was a Trooper on our DEA Task Force, so she brings a lot of experience to the Turnpike team.

That concludes my report.

Chairman: Any questions for Staff Lieutenant Haymaker? Thank you again for the service of yourself and the men and women of the Ohio State Highway Patrol.

The next meeting of the Ohio Turnpike and Infrastructure Commission will take place on February 22, 2021, via Microsoft Teams.

If there is no further business, I will accept a motion to adjourn the 681st Commission Meeting.

MOTION: A motion to adjourn the 681st Commission Meeting is made by Vice Chairman Paradiso, seconded by Chairman Hruby, and unanimously approved by all Commission Members present.

Time of adjournment: 10:55 a.m.

Attendees for Record Keeping Purposes:

Commission Members: Chairman Jerry Hruby, Vice Chairman, Timothy Paradiso, Secretary-Treasurer Sandra Barber, Commission Member Guy Coviello, Commission Member Dr. Jack Marchbanks, Office of Budget and Management Representative James Kennedy, and Senator Bill Reineke.

Other Attendees: Senator Rob McColley; Sarah Brown, HNTB; Bethany Pugh, PFM; Michael Burgess, Prime Engineering; Doug Hedrick, GPI; Toby Fritz, Hill International; Vic Spinabelli, Hill International; Nate Podoll, Stantec; Robert Horr, Atkins Global; Jon Lorincz, AECOM; Bethany Pugh, PFM; Sean Tihal, Stantec; Michael Avellano, Woolpert; Kevin Westover, Huntington; Maureen Shildwachter, Huntington; Staff Lieutenant William Haymaker, Ohio State Highway Patrol; Myron Pakush, Ohio Department of Transportation; Ferzan M. Ahmed, P.E., Executive Director, Ohio Turnpike; Jennifer Stueber, Ohio Turnpike; Anthony Yacobucci, Ohio Turnpike; Marty Seekely, Ohio Turnpike; Laurie Davis, Ohio Turnpike; Inez James, Ohio Turnpike; Michelle Marquard, Ohio Turnpike; Jennifer Diaz, Ohio Turnpike; David Miller, Ohio Turnpike; Chris Matta, Ohio Turnpike; Heather Veljkovic, Ohio Turnpike; Aimee Lane, Ohio Turnpike; Matt Cole, Ohio Turnpike; Chriss Pogorelc, Ohio Turnpike; John Hall, Ohio Turnpike; Andrew Herberger, Ohio Turnpike; Debby Sideris, Ohio Turnpike; Amanda Brown, Ohio Turnpike; Stacey Verespe, Ohio Turnpike; Chad Armstrong, Ohio Turnpike; Andy Cooksey, Ohio Turnpike; Brian Kelley, Ohio Turnpike; Brian Newbacher, Ohio Turnpike; Lisa Zamiska, Ohio Turnpike; and Adam Greenslade, Ohio Turnpike.

Approved as a correct record of the January 25, 2021
Meeting of the Ohio Turnpike and Infrastructure
Commission

Sandra K. Barber, Secretary-Treasurer

EXHIBITS

1. Resolution No. 1-2021 – Resolution Honoring the Distinguished Service of Ohio State Senator Rob McColley;
2. Resolution No. 2-2021 – Resolution Approving the Selection of Shelly & Sands Inc. for Project No. 39-20-04 for the Total Amount of \$39,909,520.65 and Approving Jacobs Engineering Group and Professional Service Industries, Inc. to Perform Professional Services on the Project;
3. Resolution No. 3-2021 – Resolution Approving the Selection of Hill International, Inc. for Construction Administration and Inspection Services for Project No. 39-20-01, Parts A, B and C, and Project No. 39-20-04 in the Total Amount of \$8,199,178.00;
4. Resolution No. 4-2021 – Resolution Authorizing the Executive Director to Acquire a Contact Center Solution from Cincinnati Bell Technology Solutions Inc. Under the DAS Cooperative Purchasing Program; and
5. Resolution No. 5-2021 – Resolution Awarding Contracts for Disabled Vehicle Services.

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Resolution Honoring the Distinguished Service of Ohio State Senator Rob McColley

WHEREAS, pursuant to Section 5537.02(B) of the Ohio Revised Code, on February 26, 2019, the President of the Ohio Senate appointed State Senator Rob McColley to the Ohio Turnpike and Infrastructure Commission; and

WHEREAS, prior to his membership on the Commission, Senator McColley served two terms in the Ohio House of Representatives, where he was instrumental in setting statewide transportation policy and funding as Chairman of the Ohio House Finance Transportation Subcommittee and was primary sponsor of the state's Transportation Budget for the 132nd General Assembly; and

WHEREAS, during his tenure in the Ohio Senate, Senator McColley continued to perform a prominent role in establishing transportation policy and funding as Chairman of the Ohio Senate Transportation, Commerce and Workforce Committee and serving as Co-Chair of The Road to Our Future Joint Legislative Study Committee; and

WHEREAS, during his tenure with the Commission, Senator McColley has been a proponent of the Commission's mission to be the industry leader in providing safe and efficient transportation services to our customers, communities and partners; and

WHEREAS, Senator McColley worked to amend the Commission's authorizing statutes related to short form advertising of bids and value-based and emergency contracting in the State's Operating Budget in 2019, thereby creating efficiencies in our administration and operations; and

WHEREAS, the Commission wishes to formally acknowledge Senator McColley's distinguished service to the Commission and the traveling public; and

WHEREAS, the members and staff of the Commission wish to give formal and public recognition for the honorable, exceptionally dedicated, and effective service of Senator Rob McColley.

NOW, THEREFORE, BE IT

RESOLVED that the Ohio Turnpike and Infrastructure Commission hereby acknowledges and expresses its gratitude to Senator Rob McColley for his two years of dedicated service, and the Commission also considers that the people of the State of Ohio have been fortunate in receiving the unselfish services that he rendered; and

FURTHER RESOLVED that the Commission extends its best wishes to Senator McColley, his wife, and their children, and desires that Senator McColley have much success and well-being in all matters and activities that he shall undertake in the future; and

FURTHER RESOLVED that the Assistant Secretary-Treasurer be, and hereby he is, directed to send a certified copy of this Resolution to Senator McColley.

(Resolution No. 1-2021 adopted January 25, 2021)

TCS MODERNIZATION PROJECT

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Resolution Approving the Selection of Shelly & Sands Inc. for Project No. 39-20-04 for the Total Amount of \$39,909,520.65 and Approving Jacobs Engineering Group and Professional Service Industries, Inc. to Perform Professional Services on the Project

WHEREAS, on March 9, 2020, Governor Mike DeWine issued Executive Order 2020-01D declaring a State of Emergency for the entire State of Ohio in response to the COVID-19 pandemic; and

WHEREAS, on March 22, 2020, Amy Acton, MD, MPH, former Director of Health, issued a “Stay at Home Order” which expired on May 1, 2020, requiring individuals to stay home unless engaged in Essential Activities, Essential Governmental Functions or to operate Essential Businesses and Operations; and

WHEREAS, under the Stay at Home Order, the Ohio Turnpike and Infrastructure Commission (“Commission”) continued operations as Essential Infrastructure and Essential Governmental Functions and further determined that its contractors and service providers must continue to perform services and supply goods and materials to the Commission as Essential Infrastructure, Critical Trades, Supplies for Essential Business and Operators and/or Essential Critical Infrastructure Workers; and

WHEREAS, on April 30, 2020, former Director Acton issued the “Director’s Stay Safe Ohio Order,” which was in effect through May 29, 2020 and subsequently revised by former Director Acton’s “Updated and Revised Order for Business Guidance and Social Distancing,” dated May 29, 2020, and extended by current Interim Director of Health, Lance D. Himes, until rescinded or modified by Interim Director Himes or the State of Emergency declared by the Governor no longer exists, which permits governmental entities and other businesses to continue operations subject to Sector Specific COVID-19 Information and Checklist for Businesses/Employees requiring measures such as, ensuring 6 feet between employees, daily symptom assessments of employees, wearing face coverings, regular handwashing, disinfecting work stations and common areas, changing shift patterns, working from home when possible, among others; and

WHEREAS, the Chief Engineer has issued a memorandum to the Commission’s contractors regarding required work site measures that comply with the Updated and Revised Order for Business Guidance and Social Distancing and this memorandum is available on the Commission’s website at <https://www.ohioturnpike.org/business/doing-business-with-us/construction-projects>; and

WHEREAS, the Chief Engineer recommends that the Commission finds and determines that the contract approved pursuant to this Resolution is necessary for the Commission to continue its operations and complies with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contract shall comply with the Sector

Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the Updated and Revised Order for Business Guidance and Social Distancing and the Commission's work site memorandum, as may be amended from time to time, unless or until such order is lifted entirely; and

WHEREAS, pursuant to Section 5537.04 of the Ohio Revised Code, the Commission has the power and authority to designate the locations and establish, limit, and control such points of ingress to and egress from the Ohio Turnpike as are necessary or desirable to ensure the proper operation and maintenance of the Ohio Turnpike, and prohibit entrance to such a turnpike project from any point not so designated; and

WHEREAS, the Commission published notice in accordance with law advertising its invitation to bid upon a contract for Mainline Pavement Reconstruction at Milepost 236.34 to Milepost 241.25 and Eastgate Toll Plaza 239 Reconstruction at Milepost 239.1, all located in Mahoning County, Ohio, as part of the Commission's Toll Collection System Modernization, and designated as Project No. 39-20-04 (the "Project"); and

WHEREAS, the Commission received two bids to perform the Contractor's obligations on Project No. 39-20-04; and

WHEREAS, the Chief Engineer and Deputy Chief Engineer/Director of Field Operations report that that Shelly & Sands, Inc., of North Jackson, Ohio, submitted the apparent low bid on Project No. 39-20-04 in the total bid amount of \$39,909,520.65, including a credit for the Temporary Access Deduct Alternate, which they recommend the Commission accept and approve authorization for the Executive Director to award; and

WHEREAS, the Staff Attorney determined that bids for the Project were solicited on the basis of the same terms and conditions and the same specifications, that selecting the bid of Shelly & Sands, Inc. conforms to the requirements of Ohio Revised Code Sections 153.54, 5537.07 and 9.312, and Shelly & Sands, Inc. submitted a performance bond with good and sufficient surety; and

WHEREAS, the Office of Equity and Inclusion Manager found that Shelly & Sands, Inc. has made a good faith effort to attain the participation of small or otherwise disadvantaged businesses on the Project and has made a commitment of 11% which meets the SBE participation goal of 11% for the Project; and

WHEREAS, Commission action is necessary to approve the Contract in accordance with Article V, Section 1.00 of the Commission's Bylaws because the amount of the bids received will require expenditures under Project No. 39-20-04 that will exceed \$150,000.00; and

WHEREAS, the Chief Engineer and Deputy Chief Engineer/Director of Field Operations recommend the Commission select Shelly & Sands, Inc. as the lowest responsive and responsible bidder for Project No. 39-20-04; and

WHEREAS, the Commission's Executive Director concurs with the Chief Engineer and Deputy Chief Engineer/Director of Field Operations' recommendation that the Commission approve the award of the Project to Shelly & Sands, Inc. as the lowest responsive and responsible bidder; and

WHEREAS, the Commission has duly considered such recommendations.

NOW, THEREFORE, BE IT

RESOLVED by the Ohio Turnpike and Infrastructure Commission that the Project is hereby declared to be necessary and appropriate for the proper operation and maintenance of the Ohio Turnpike and the bid of Shelly & Sands, Inc. for Project No. 39-20-04 in the amount of \$39,909,520.65, including a credit for the Temporary Access Deduct Alternate, is approved as the lowest responsive and responsible bid received and the Executive Director is authorized to execute a contract based on said bid; and

FURTHER RESOLVED that the Executive Director and the Chief Engineer are authorized to assign Jacobs Engineering Group to assist with necessary construction services in accordance with its contract previously authorized under Resolution Nos. 18-2018, 28-2019 and 37-2019 and assign Professional Service Industries, Inc. to perform all necessary material testing services in accordance with the 2021-2022 Miscellaneous Professional Services Agreement between the Commission and said firm; and

FURTHER RESOLVED that the Commission finds and determines that the contract approved pursuant to this Resolution is necessary for the Commission to continue its operations and complies with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contract shall comply with the Sector Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the Updated and Revised Order for Business Guidance and Social Distancing and the Commission's work site memorandum, as may be amended from time to time, unless or until such order is lifted entirely; and

FURTHER RESOLVED that the Executive Director has the authority under Article V, Section 1.00 of the Code of Bylaws to approve such extra work or change orders under said Contract that does not exceed ten percent of the approved contract amount or the Executive Director's contracting authority and which is a result of an increase in the planned quantities, newly mandated requirements that did not exist at the time of original contract award, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the Project or increase its costs.

(Resolution No. 2-2021 adopted January 25, 2021)

TCS MODERNIZATION PROJECT

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Resolution Approving the Selection of Hill International, Inc. for Construction Administration and Inspection Services for Project No. 39-20-01, Parts A, B and C, and Project No. 39-20-04 in the Total Amount of \$8,199,178.00

WHEREAS, on March 9, 2020, Governor Mike DeWine issued Executive Order 2020-01D declaring a State of Emergency for the entire State of Ohio in response to the COVID-19 pandemic; and

WHEREAS, on March 22, 2020, Amy Acton, MD, MPH, the former Director of Health, issued a “Stay at Home Order” which expired on May 1, 2020, requiring individuals to stay home unless engaged in Essential Activities, Essential Governmental Functions or to operate Essential Businesses and Operations; and

WHEREAS, under the Stay at Home Order, the Ohio Turnpike and Infrastructure Commission (“Commission”) continued operations as Essential Infrastructure and Essential Governmental Functions and further determined that its contractors and service providers must continue to perform services and supply goods and materials to the Commission as Essential Infrastructure, Critical Trades, Supplies for Essential Business and Operators and/or Essential Critical Infrastructure Workers; and

WHEREAS, on April 30, 2020, former Director Acton issued the “Director’s Stay Safe Ohio Order,” which was in effect through May 29, 2020 and subsequently revised by former Director Acton’s “Updated and Revised Order for Business Guidance and Social Distancing,” dated May 29, 2020, and extended by Interim Director of Health, Lance D. Himes, until rescinded or modified by the Director of Health or the State of Emergency declared by the Governor no longer exists, which permits governmental entities and other businesses to continue operations subject to Sector Specific COVID-19 Information and Checklist for Businesses/Employees requiring measures such as, ensuring 6 feet between employees, daily symptom assessments of employees, wearing face coverings, regular handwashing, disinfecting work stations and common areas, changing shift patterns, working from home when possible, among others; and

WHEREAS, the Chief Engineer has issued a memorandum to the Commission’s contractors regarding required work site measures that comply with the Updated and Revised Order for Business Guidance and Social Distancing and this memorandum is available on the Commission’s website at <https://www.ohioturnpike.org/business/doing-business-with-us/construction-projects>; and

WHEREAS, the Chief Engineer recommends that the Commission finds and determines that the contract approved pursuant to this Resolution is necessary for the Commission to continue its operations and complies with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contract shall comply with the Sector Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the Updated

and Revised Order for Business Guidance and Social Distancing and the Commission’s work site memorandum, as may be amended from time to time, unless or until such order is lifted entirely; and

WHEREAS, on October 16, 2020, the Ohio Turnpike and Infrastructure Commission (“Commission”) issued a notice seeking letters of interest for construction administration and inspection services for Project No. 39-20-01, Parts A, B & C, Mainline Pavement Reconstruction at Milepost 0.0 to Milepost 7.26 (Part A), Toll Plaza 4 Site Construction (Part B), and Toll Plaza 4 Wetland Construction at Milepost 3.6 (Part C), all located in Williams County, and Project No. 39-20-04, Mainline Pavement Reconstruction at Milepost 236.34 to Milepost 241.25 and Eastgate Toll Plaza 239 Reconstruction at Milepost 239.1, all located in Mahoning County, Ohio (the “Projects”); and

WHEREAS, on November 13, 2020, Letters of Interest were received from six firms expressing their readiness to serve as the Commission’s Engineering Consultant for construction administration and inspection services for the Projects; and

WHEREAS, on the basis of the proposals received, the Engineering staff concluded that Hill International, Inc. (“Hill”), of Broadview Heights, Ohio, is the most qualified firm to perform the necessary services for the Projects, and conducted a Scope of Services meeting to confirm a mutual understanding of the services for the Projects consisting of Construction Administration and Inspection Services (the “Services”); and

WHEREAS, Hill submitted its fee proposal dated January 13, 2021, to perform the Services in the not-to-exceed amount of \$8,199,178.00 which fee proposal the Chief Engineer deemed reasonable and appropriate, and recommends that the Commission approve the award of the contract based on its technical proposal and fee proposal for the Projects; and

WHEREAS, the Commission’s Staff Attorney has determined that the LOI process and the selection of Hill conform with the requirements of Ohio Revised Code Sections 153.65 to 153.71, that all legal requirements were performed and that the proposals were solicited on the basis of the same terms and conditions with respect to all respondents and potential respondents; and

WHEREAS, the Office of Equity and Inclusion Manager determined that Hill has made a good faith effort to attain the participation of small or otherwise disadvantaged businesses on the Projects and has committed to meet the SBE participation goal of 25% for the Projects; and

WHEREAS, the Executive Director has reviewed the recommendation of the Chief Engineer and concurs that the Commission should approve the selection of Hill to perform the Services for the Projects; and

WHEREAS, the Commission has duly considered such recommendations.

NOW, THEREFORE, BE IT

RESOLVED by the Ohio Turnpike and Infrastructure Commission that the selection of Hill International, Inc. is approved as the most qualified firm to perform the construction administration and inspection services necessary for Project No. 39-20-01, Parts A, B and C, and Project No. 39-20-04, and that the Executive Director is authorized to execute a contract with Hill International, Inc. in the not-to-exceed amount of \$8,199,178.00; and

FURTHER RESOLVED that the Commission finds and determines that the contract approved pursuant to this Resolution is necessary for the Commission to continue its operations and complies with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contract shall comply with the Sector Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the Updated and Revised Order for Business Guidance and Social Distancing and the Commission's work site memorandum, as may be amended from time to time, unless or until such order is lifted entirely; and

FURTHER RESOLVED that the Executive Director has the authority under Article V, Section 1.00 of the Code of Bylaws to approve such extra work or change orders under said contract that does not exceed ten percent of the approved contract amount or the Executive Director's contracting authority and which is a result of an increase in the planned quantities, newly mandated requirements that did not exist at the time of original contract award, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the project(s) or increase its costs.

(Resolution No. 3-2021 adopted January 25, 2021)

TCS MODERNIZATION PROJECT

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Resolution Authorizing the Executive Director to Acquire a Contact Center Solution from Cincinnati Bell Technology Solutions Inc. Under the DAS Cooperative Purchasing Program

WHEREAS, on March 9, 2020, Governor Mike DeWine issued Executive Order 2020-01D declaring a State of Emergency for the entire State of Ohio in response to the COVID-19 pandemic; and

WHEREAS, on March 22, 2020, Amy Acton, MD, MPH, former Director of Health, issued a “Stay at Home Order” which expired on May 1, 2020, requiring individuals to stay home unless engaged in Essential Activities, Essential Governmental Functions or to operate Essential Businesses and Operations; and

WHEREAS, under the Stay at Home Order, the Ohio Turnpike and Infrastructure Commission (“Commission”) continued operations as Essential Infrastructure and Essential Governmental Functions and further determined that its contractors and service providers must continue to perform services and supply goods and materials to the Commission as Essential Infrastructure, Critical Trades, Supplies for Essential Business and Operators and/or Essential Critical Infrastructure Workers; and

WHEREAS, on April 30, 2020, former Director Acton issued the “Director’s Stay Safe Ohio Order,” which was in effect through May 29, 2020 and subsequently revised by former Director Acton’s “Updated and Revised Order for Business Guidance and Social Distancing,” dated May 29, 2020, and extended by current Interim Director of Health, Lance D. Himes, until rescinded or modified by Interim Director Himes or the State of Emergency declared by the Governor no longer exists, which permits governmental entities and other businesses to continue operations subject to Sector Specific COVID-19 Information and Checklist for Businesses/Employees requiring measures such as, ensuring 6 feet between employees, daily symptom assessments of employees, wearing face coverings, regular handwashing, disinfecting work stations and common areas, changing shift patterns, working from home when possible, among others; and

WHEREAS, the Chief Engineer has issued a memorandum to the Commission’s contractors regarding required work site measures that comply with the Updated and Revised Order for Business Guidance and Social Distancing and this memorandum is available on the Commission’s website at <https://www.ohioturnpike.org/business/doing-business-with-us/construction-projects>; and

WHEREAS, the Chief Information Officer recommends that the Commission finds and determines that the contract approved pursuant to this Resolution is necessary for the Commission to continue its operations and complies with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contract shall comply with the Sector Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the

Updated and Revised Order for Business Guidance and Social Distancing and the Commission's work site memorandum, as may be amended from time to time, unless or until such order is lifted entirely; and

WHEREAS, pursuant to Resolution No. 17-2016, adopted February 16, 2016, the Commission authorized the replacement of the Commission's outdated private branch exchange (PBX) telephone system with the State of Ohio Office of Information Technology's enterprise Voice over Internet Protocol (VoIP) phone solution provided by Cincinnati Bell Technology Solutions (CBTS) under a Mater Service Agreement with the Ohio Department of Administrative Services (DAS), Schedule No. 533110-3, Index No. STS-003 (the "DAS Contract"); and

WHEREAS, also under Resolution No. 17-2016, the Commission approved acquiring Interactive Voice Response (IVR) System Services from CBTS under the DAS Contract; and

WHEREAS, Automatic Call Distribution (ACD) and replacement of the Commission's legacy IVR system was initially planned as part of the 2009 Toll Collection and Customer Service Center, but it was later determined that only ACD would be installed at that time; and

WHEREAS, it was determined that the best time to integrate a new IVR into the new Customer Service Center ("CSC") is following the Go Live date of the new TransCore, LP Integrity CSC, but prior to the Go Live date of the new Toll Collection System ("TCS") slated for 2023; and

WHEREAS, a team consisting of the Customer Service Center Manager, Deputy Executive Director/CFO-Comptroller, Director of Audit and Internal Control, various Technology personnel and the Commission's consultant, Stantec Consulting Services, Inc., conducted a comprehensive review of Contact Center Solutions, inclusive of an IVR, being used by other tolling agencies, various commercially available solutions, and the solution available from CBTS under the DAS Contract and the team determined that the solution available from CBTS under the DAS Contract is a good fit; and

WHEREAS, under Resolution No. 32-2003, adopted on July 21, 2003, the Executive Director is authorized to participate in state contracts through the Ohio Department of Administrative Services ("DAS") Cooperative Purchasing Program, through which members may purchase supplies, services, equipment and other materials in accordance with Ohio Revised Code Section 125.04; and

WHEREAS, the Commission's Chief Information Officer obtained a proposal from CBTS under the DAS Contract for the design, testing, implementation, training and support of a Contact Center Solution, inclusive of an IVR, in the amount of \$105,140.00, plus monthly service fees of approximately \$2,419.08 monthly or \$29,028.96 annually to meet current staffing and CSC call volume; and

WHEREAS, the Commission's Chief Information Officer recommends that the Commission authorize the Executive Director to acquire the Contact Center Solution, inclusive of an IVR, from CBTS under the DAS Contract in the amount of \$105,140.00 for furnishing the

Contact Center Solution and \$35,000 annually for reoccurring service fees for a term of 5-years; and

WHEREAS, Commission action is necessary under Article V, Section 1.00 of the Commission's Code of Bylaws because the amount of the required services under the DAS Contract will require expenditures that will exceed \$150,000.00; and

WHEREAS, the Commission's Executive Director concurs with the Chief Information Officer's recommendation that the Commission approve acquiring the Contact Center Solution, inclusive of an IVR, from CBTS under the DAS Contract in the amount of \$105,140.00 for furnishing the Contact Center Solution and \$35,000 annually for reoccurring service fees for a term of 5-years; and

WHEREAS, the Commission has duly considered such recommendations.

NOW, THEREFORE, BE IT

RESOLVED by the Ohio Turnpike and Infrastructure Commission that the acquisition of a Contact Center Solution, inclusive of an IVR, for the Commission's Customer Service Center under DAS Contract Schedule No. 533110-3, Index No. STS-033, from Cincinnati Bell Technology Solutions, of Cincinnati, Ohio, in the amount of \$105,140.00 for furnishing the Contact Center Solution and \$35,000 annually for reoccurring service fees for a term of 5-years, is approved.

FURTHER RESOLVED that the Commission finds and determines that the contract approved pursuant to this Resolution is necessary for the Commission to continue its operations and complies with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contract shall comply with the Sector Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the Updated and Revised Order for Business Guidance and Social Distancing and the Commission's work site memorandum, as may be amended from time to time, unless or until such order is lifted entirely; and

FURTHER RESOLVED that the Executive Director has the authority under Article V, Section 1.00 of the Code of Bylaws to approve such extra work or change orders under said Contract that does not exceed ten percent of the approved contract amount or the Executive Director's contracting authority and which is a result of an increase in the planned quantities, newly mandated requirements that did not exist at the time of original contract award, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the project or increase its costs.

(Resolution No. 4-2021 adopted January 25, 2021)

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Resolution Awarding Contracts for Disabled Vehicle Services

WHEREAS, on March 9, 2020, Governor Mike DeWine issued Executive Order 2020-01D declaring a State of Emergency for the entire State of Ohio in response to the COVID-19 pandemic; and

WHEREAS, on March 22, 2020, Amy Acton, MD, MPH, the former Director of Health, issued a “Stay at Home Order” which expired on May 1, 2020, requiring individuals to stay home unless engaged in Essential Activities, Essential Governmental Functions or to operate Essential Businesses and Operations; and

WHEREAS, under the Stay at Home Order, the Ohio Turnpike and Infrastructure Commission (“Commission”) continued operations as Essential Infrastructure and Essential Governmental Functions and further determined that its contractors and service providers must continue to perform services and supply goods and materials to the Commission as Essential Infrastructure, Critical Trades, Supplies for Essential Business and Operators and/or Essential Critical Infrastructure Workers; and

WHEREAS, on April 30, 2020, former Director Acton issued the “Director’s Stay Safe Ohio Order,” which was in effect through May 29, 2020 and subsequently revised by former Director Acton’s “Updated and Revised Order for Business Guidance and Social Distancing,” dated May 29, 2020, and extended by Interim Director of Health, Lance D. Himes, until rescinded or modified by the Director of Health or the State of Emergency declared by the Governor no longer exists, which permits governmental entities and other businesses to continue operations subject to Sector Specific COVID-19 Information and Checklist for Businesses/Employees requiring measures such as, ensuring 6 feet between employees, daily symptom assessments of employees, wearing face coverings, regular handwashing, disinfecting work stations and common areas, changing shift patterns, working from home when possible, among others; and

WHEREAS, the Chief Engineer has issued a memorandum to the Commission’s contractors regarding required work site measures that comply with the Updated and Revised Order for Business Guidance and Social Distancing and this memorandum is available on the Commission’s website at <https://www.ohioturnpike.org/business/doing-business-with-us/construction-projects>; and

WHEREAS, the Safety Services Manager recommends that the Commission finds and determines that the contracts approved pursuant to this Resolution are necessary for the Commission to continue its operations and comply with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contract shall comply with the Sector Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the Updated and Revised Order for Business Guidance and Social Distancing and the Commission’s work site memorandum, as may be amended from time to time, unless or until such order is lifted entirely; and

WHEREAS, on November 16, 2020, the Commission issued its Request for Proposals No. 9-2020 (“RFP”) seeking responses from Disabled Vehicle Services (“DVS”) Operators interested in furnishing emergency roadway vehicle services to travelers whose vehicles become disabled within the seven specified DVS Zones along the Ohio Turnpike for a three-year Contract, with an option to renew for one, two-year period; and

WHEREAS, on December 18, 2020, ten responses to the RFP were received (including a Proposal from one respondent for both DVS Zones 4 and 6, and two Proposals each for DVS Zones 2, 5 and 7); and

WHEREAS, an Evaluation Team consisting of the Commission’s Safety Services Coordinator, the Safety Services Manager, the Director of Administration and the Traffic and Highway Engineer reviewed the Proposals, which evaluation also involved on-site inspections performed by the Maintenance Division and the Safety Services Department of each Responding DVS Operator’s towing and recovery equipment and their garage and waiting area facilities; and

WHEREAS, the Evaluation Team then awarded technical scores to each DVS Operator, which scores reflected each DVS Operator’s overall operation and ability to perform the services required under the RFP on a 24-hour, seven-day per week basis; and

WHEREAS, as a result of this process, the Evaluation Team has determined that the following companies best meet the Commission’s requirements and recommends that contracts be awarded to the following companies for which each DVS Operator shall receive a monthly stipend from the Commission of \$3,400.00:

<u>Zone</u>	<u>Boundaries</u>	<u>Company</u>
DVS-1	From Ohio-Ind. State line to MP 35.0	Hutch’s Towing & Recovery, Inc. Holiday City, OH
DVS-2	From MP 35.0 to MP 71.0	Bubba’s Towing & Recovery, LLC Monclova, OH
DVS-3	From MP 71.0 to MP 110.2	Truckworx of Ohio LLC, dba Madison Motor Service, Inc. Fremont, OH
DVS-4	From MP 110.2 to MP 145.5	Interstate Towing & Transport Specialists, Inc. Norwalk, OH
DVS-5	From MP 145.5 to MP 180.3	Rich’s Towing & Service, Inc. Middleburg Hts., OH
DVS-6	From MP 180.3 to MP 209.2	Interstate Towing & Transport Specialists, Inc. Twinsburg, OH
DVS-7	From MP 209.2 to Ohio/PA State line	Jeswald Auto Truck Service Youngstown, OH

WHEREAS, the Commission’s Staff Attorney has determined that the RFP process and the selection of the above-listed DVS Operators conforms with the requirements of Section 5537.07 of the Ohio Revised Code with respect to the award of contracts for professional services, that all legal requirements were performed and that the proposals were solicited on the basis of the same terms and conditions with respect to all respondents and potential respondents; and

WHEREAS, the Executive Director has reviewed the Evaluation Team’s written recommendations and concurs with the above-listed selection of DVS Operators; and

WHEREAS, expenditures for the Contracts to be awarded for Disabled Vehicle Services will exceed \$150,000.00, and, therefore, in accordance with Article V, Section 1.00 of the Commission's Code of Bylaws, Commission action is necessary for the award of said Contracts; and

WHEREAS, the Commission has duly considered said recommendations.

NOW, THEREFORE, BE IT

RESOLVED that the Proposals submitted by each of the following companies for the following respective Zones:

<u>Zone</u>	<u>Boundaries</u>	<u>Company</u>
DVS-1	From Ohio-Ind. State line to MP 35.0	Hutch's Towing & Recovery, Inc. Holiday City, OH
DVS-2	From MP 35.0 to MP 71.0	Bubba's Towing & Recovery, LLC Monclova, OH
DVS-3	From MP 71.0 to MP 110.2	Truckworx of Ohio LLC, dba Madison Motor Service, Inc. Fremont, OH
DVS-4	From MP 110.2 to MP 145.5	Interstate Towing & Transport Specialists, Inc. Norwalk, OH
DVS-5	From MP 145.5 to MP 180.3	Rich's Towing & Service, Inc. Middleburg Hts., OH
DVS-6	From MP 180.3 to MP 209.2	Interstate Towing & Transport Specialists, Inc. Twinsburg, OH
DVS-7	From MP 209.2 to Ohio/PA State line	Jeswald Auto Truck Service Youngstown, OH

are, and are by the Commission determined to be, the best of all Proposals received in response to the Commission's RFP No. 9-2020 and are accepted; and

FURTHER RESOLVED that the Executive Director and General Counsel hereby are authorized to: 1) execute contracts with each of above-mentioned DVS Operators for an initial three-year term commencing March 1, 2021, by which each DVS Operator shall receive a monthly stipend of \$3,400.00 (\$40,800.00 annually per contract or \$122,400 for the 3-year term per contract), 2) renew said contracts for one, two-year period upon receipt of satisfactory performance evaluations for each DVS Operator from the Safety Services Manager (\$40,800.00 annually per contract or \$81,600.00 for the 2-year renewal term per contract); and 3) take any and all action necessary or proper to carry out the terms of said contracts.

FURTHER RESOLVED that the Commission finds and determines that the contracts approved pursuant to this Resolution are necessary for the Commission to continue its operations and comply with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contracts shall comply with the Sector Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the Updated and Revised Order for Business Guidance and Social Distancing and the Commission's work site memorandum, as may be amended from time to time, unless or until such order is lifted entirely; and

FURTHER RESOLVED that the Executive Director has the authority under Article V, Section 1.00 of the Code of Bylaws to approve such extra work or change orders under said contracts that does not exceed ten percent of the approved contract amount or the Executive Director's contracting authority and which is a result of an increase in the planned quantities, newly mandated requirements that did not exist at the time of original contract award, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the project or increase its costs.

(Resolution No. 5-2021 adopted January 25, 2021)