The meeting began at 9:00 a.m. Fagan Consulting led the meeting and provided the agenda. The purpose of the meeting was to provide the Toll Software Committee with Fagan’s progress to date and recommendations for the new toll system and request for proposal.

**Introductions**

Mr. Redding, Mr. Brownsberger and Mr. Linsdsay introduced themselves and stated their respective roles in the toll software system consulting project.

**Project Status**

Fagan Consulting has completed their initial assessment of the current toll system at the Mackinac Bridge and has begun generating the new RFP. Phase I of the project is on budget and on schedule, and a new contractor should be selected by the end of July 2018.

**Assessment of Current System and Recommendations for New System**

Mr. Redding, Mr. Brownsberger and Mr. Linsdsay presented and reported the following information regarding the assessment of the current system and recommendations for a new system:

**Tolling Structure**

The tolling structure and payment methods are consistent with industry practice. Recommendations for a new system would include optimizing the existing lane modes to maximize efficiency and accuracy and installing multi-protocol RFID (radio frequency identification) readers in all lanes and make them active for all lane modes. Replacing the proximity cards (MacPass cards) with RFID transponders and eliminating the sale and acceptance of tokens prior to the new system going live was also recommended.

**System**

The existing system architecture is typical for a toll facility similar in size. It was difficult to fully assess the accuracy of the current system and the current contractor has provided very little useful documentation for the current system. Recommendations for the new system include allowing the new contractor to locate servers either on-site or off-site including cloud based locations, and the new contractor should design the touch screen terminal software to minimize the duration of transactions. The lane processing algorithm should be designed to increase lane operation efficiencies.
Operations
The lack of accurate and timely reporting significantly hampers the current operation and the absence of an operational video auditing system makes audits of the system difficult and slow. The vault operations are well organized and secure; however, the current system does not adequately support a mixture of toll and non-toll goods and services. A functional video auditing system and a separate point of sale system for non-toll transactions were both recommended inclusion in a new toll software system.

Maintenance
The MBA maintenance staff have a good understanding of the current system but when level three support is required the contractor has been difficult to reach and slow in response. It was recommended that MBA personnel continue to perform level one and two maintenance services. It was also recommended that the new contractor convey clear response times and maintenance support provisions with damages for non-compliance, and be required to involve and train the MBA maintenance personnel in the installation and testing of the new system.

Key Content of the New System RFP
Key content of the new system RFP should contain an introduction and background of the project, business rules, system requirements, key performance indicators, instructions to proposers and terms and conditions. Other provisions should include milestone payments that encourage success, accuracy and timeliness. A full-time contractor on site until acceptance or four months, whichever is later and complete successful testing of the complete system and training of all personnel prior to go-live.

Assessment of the Marketplace
Twenty-five firms are potential bidders and nineteen participated in conference calls. Twelve expressed interest in the project and seven of those twelve have appear to have completed similar projects previously.

Fagan Consulting staff will be attending the February 15-16, 2018 board meeting in St. Ignace and the June 26-27, 2018 board meeting on Mackinac Island. The Toll Software Committee members thanked Fagan for their informative presentation and the meeting was adjourned at 10:28 a.m.