



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Agenda

Clipper Executive Board

Robert Powers, Chair Vacant, Vice Chair

Members

*April Chan, Bill Churchill, Carolyn M. Gonot, Michael Hursh,
Beth Kranda, Therese W. McMillan, Denis Mulligan, and Jeffrey
Tumlin*

Monday, January 23, 2023

1:30 PM

REMOTE

The Clipper Executive Board is scheduled to meet on Monday January 23, 2023 at 1:30 p.m., in the Bay Area Metro Center (Remotely). In light of Governor Newsom’s State of Emergency declaration regarding COVID-19 and in accordance with the recently signed Assembly Bill 361 allowing remote meetings, this meeting will be accessible via webcast, teleconference, and Zoom for all participants.

A Zoom panelist link for meeting participants will be sent separately to Clipper Executive Board members.

The meeting webcast will be available at <http://mtc.ca.gov/whats-happening/meetings>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number. Council Members and members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial *9. When called upon, unmute yourself or dial *6. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/88531041876>

iPhone One-Tap: US:

Join by Telephone Dial (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 885 3104 1876

International numbers available: <https://bayareametro.zoom.us/j/88531041876>

Detailed instructions on participating via Zoom are available at:

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

1. Call Meeting to Order / Roll Call / Confirm Quorum

2. Consent Calendar

- 2a. [23-0105](#) Minutes of the November 21, 2022 Meeting
- Action:** Board Approval
- Attachments:** [2a. Minutes of the November 21, 2022 Meeting](#)
- 2b. [23-0131](#) Clipper® Contract Change Order Amendment - Statement on Standards for Attestation Engagement No. 18 (SSAE 18) Annual Audit of Clipper Program:
Cubic Transportation Systems, Inc. (Cubic) (\$200,000)
- Request for approval of Clipper Contract Change Order No. 159, Amendment No. 10 - Clipper Program SSAE 18 Audit for FY 2022-23: Cubic Transportation Systems, Inc. (\$200,000).
- Action:** Board Approval
- Presenter:** David Weir
- Attachments:** [2b SSAE 18 Audit for FY 2022-23](#)

3. Approval

- 3a. [23-0106](#) Special Election of Clipper® Executive Board Vice Chair
Nomination and Special Election of the Vice Chair of the Clipper Executive Board
- Action:** Board Approval
- Presenter:** Edward Meng
- Attachments:** [3a Clipper Vice Chair Nom Special Election](#)
- 3b. [23-0191](#) Clipper® Contract Amendment - Next Generation Clipper Library Ticket Vending Machines Integration: VenTek Transit Inc. (\$900,000)
- Request for approval of a Contract Amendment for integration of next generation Clipper software into the current Clipper Ticket Vending Machines (TVMs): VenTek Transit Inc. (VenTek) (\$900,000)
- Action:** Board Approval
- Presenter:** Jennifer Largaespada
- Attachments:** [3b Contract Amendment Clipper TVM integration](#)

4. Information

- 4a. [23-0161](#) Clipper® Schedule, Implementation, and Deployment Update
- Update on key developments related to the Next Generation Clipper System (C2)
- Action:** Information
- Presenter:** Jason Weinstein
- Attachments:** [4a Clipper Schedule and Implementation Update](#)
[4ai_CEB Status Report 2023-01-23](#)
[4aii Clipper Next Generation Equipment Pilot Installation Pictures](#)
- 4b. [23-0108](#) Current Clipper® Operations and Performance Update
- Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the November 2022 meeting
- Action:** Information
- Presenter:** Jason Weinstein
- Attachments:** [4b Current Clipper Operations and Performance Update](#)
[4bi December 2022 Clipper Data to Clipper Executive Board 01 23 2023](#)

5. Executive Director's Report-Kuester

6. Public Comment / Other Business

*Board Members and members of the public participating by Zoom wishing to speak should use the "raise and" feature or dial *9. When called upon, unmute yourself or dial *6.*

7. Adjournment / Next Meeting

The next meeting of the Clipper Executive Board will be held on Monday February 27, 2022 at 1:30 p.m. remotely and by webcast as appropriate. Any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0105 **Version:** 1 **Name:**
Type: Minutes **Status:** Committee Approval
File created: 12/15/2022 **In control:** Clipper Executive Board
On agenda: 1/23/2023 **Final action:**
Title: Minutes of the November 21, 2022 Meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a. Minutes of the November 21, 2022 Meeting](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the November 21, 2022 Meeting

Recommended Action:
Board Approval

Attachments:



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Minutes - Draft

Clipper Executive Board

Robert Powers, Chair Vacant, Vice Chair
Members

*April Chan, Bill Churchill, Carolyn M. Gonot, Michael Hursh,
Beth Kranda, Therese W. McMillan, Denis Mulligan, and
Jeffrey Tumlin*

Monday, November 21, 2022

1:30 PM

REMOTE

The Clipper Executive Board is scheduled to meet on Monday November 21, 2022 at 1:30 p.m., in the Bay Area Metro Center (Remotely). In light of Governor Newsom’s State of Emergency declaration regarding the COVID-19 outbreak and in accordance with Executive Order N-29-20 issued by Governor Newsom on March 17, 2020 and the Guidance for Gatherings issued by the California Department of Public Health, the meeting will be conducted via webcast, teleconference, and Zoom for committee, commission, or board members who will participate in the meeting from individual remote locations. A Zoom panelist link for meeting participants will be sent separately to committee, commission, or board members.

The meeting webcast will be available at
<https://mtc.ca.gov/whats-happening/meetings/live-webcasts>.

Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Attendee Link: <https://bayareametro.zoom.us/j/85283989925>

iPhone One-tap US: +16699006833,,82036521433# or +14086380968,,82036521433#

Join by Telephone (for higher quality, dial a number based on your current location) US:

+1 669 900 6833 or +1 408 638 0968 or +1 346 248 7799 or

+1 253 215 8782 or +1 646 876 9923 or +1 301 715 8592 or

+1 312 626 6799 or 888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 852 8398 9925

International numbers available: <https://bayareametro.zoom.us/u/kdB6gcZCIa>

Detailed instructions on participating via Zoom are available at:
<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>. Committee members and members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial “*9”. In order to get the full Zoom experience, please make sure your application is up to date.

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

1. Call Meeting to Order / Roll Call / Confirm Quorum

Carter Mau acted as a delegate and voting member of the Board in place of April Chan. Attendance and Actions noted below as “Chan” were taken by Mau.

Ahsan Baig acted as a delegate and voting member of the Board in place of Michael Hursh. Attendance and Actions noted below as “Hursh” were taken by Baig.

Present: 9 - Board Member Mulligan, Board Member Hursh, Board Member McMillan, Chair Powers, Board Member Tumlin, Board Member Kranda, Vice Chair Mau, Board Member Gonot, and Board Member Churchill

2. Consent Calendar

Upon the motion by Board Member Tumlin and second by Board Member McMillan, the Consent Calendar was unanimously approved. The motion carried by the following vote:

Aye: 9 - Board Member Mulligan, Board Member Hursh, Board Member McMillan, Chair Powers, Board Member Tumlin, Board Member Kranda, Vice Chair Mau, Board Member Gonot and Board Member Churchill

2a. [22-1708](#) Minutes of the October 17, 2022 Meeting

Action: Board Approval

Attachments: [2a_Draft Minutes of the October 17, 2022 Meeting](#)

3. Approval

3a. [22-1715](#) Clipper Contract Change Order Amendment - Clipper Card Procurement: Cubic Transportation Systems, Inc. (\$2,000,000)

Request for approval of a Change Order Amendment for procurement of Clipper cards: Cubic Transportation Systems, Inc. (Cubic) (\$2,000,000)

Action: Board Approval

Presenter: Jennifer Largaespada

Attachments: [3a_Change Order Amendment – Clipper Card Procurement Cubic Transportation Systems](#)

The following individuals spoke on this Item:
Aleta Dupree

Upon the motion by Board Member Mulligan and second by Board Member Kranda, the Change Order Amendment for procurement of Clipper cards: Cubic Transportation Systems, Inc. (Cubic) (\$2,000,000) was approved. The motion carried by the following vote:

Aye: 9 - Board Member Mulligan, Board Member Hursh, Board Member McMillan, Chair Powers, Board Member Tumlin, Board Member Kranda, Vice Chair Mau, Board Member Gonot and Board Member Churchill

3b. [22-1599](#) Contract Amendment - Next Generation Clipper® System Advisor
Contract: IBI Group (IBI) (\$1,800,000)

Request for approval of a contract amendment with IBI to provide technical advice to MTC and the transit operators.

Action: Board Approval

Presenter: Jason Weinstein

Attachments: [3b_CEB_Amd to IBI Contract](#)

Upon the motion by Board Member McMillan and second by Board Member Gonot, the contract amendment with IBI to provide technical advice to MTC and the transit operators, was approved. The motion carried by the following vote:

Aye: 9 - Board Member Mulligan, Board Member Hursh, Board Member McMillan, Chair Powers, Board Member Tumlin, Board Member Kranda, Vice Chair Mau, Board Member Gonot and Board Member Churchill

4. Information

4a. [22-1718](#) Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the Next Generation Clipper System (C2)

Action: Information

Presenter: Jason Weinstein

Attachments: [4a_Clipper Schedule and Implementation Update](#)

[4ai_CEB Status Report 2022-11-21](#)

[4aii_Nov Clipper Next Generation Equipment Pilot Installation Pictures](#)

The following individuals spoke on this Item:

Aleta Dupree, member of MTC Policy Advisory Council and T-TAP;

Adina Levin;

Raul Maldonado; and

Dave Sorrell, TDM-CP. UC Berkeley.

4b. [22-1709](#) Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the October 2022 meeting

Action: Information

Presenter: Jason Weinstein

Attachments: [4b Current Clipper Operations and Performance Update](#)
[4bi Oct Clipper Data Clipper Executive Board 20220718](#)

4c. [22-1717](#) Clipper® Budget Update

An update on the Approved Clipper budget and work plan for Fiscal Years (FYs) 2022-23 and 2023-24 for the Executive Board's review

Action: Information

Presenter: Edward Meng

Attachments: [4c Clipper Budget Update](#)
[4ci — 20221103 - Operating Capital Revenue and Budget](#)
[4cii — 20220627 - Operating Capital Revenue and Budget](#)

5. Executive Director's Report- Kuester**6. Public Comment / Other Business**

The following individuals spoke on this Item:
Aleta Dupree.

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, December 19, 2022, at 1:30 p.m. Any changes to the schedule will be duly noticed to the public.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0131 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 12/28/2022 **In control:** Clipper Executive Board
On agenda: 1/23/2023 **Final action:**
Title: Clipper® Contract Change Order Amendment - Statement on Standards for Attestation Engagement No. 18 (SSAE 18) Annual Audit of Clipper Program: Cubic Transportation Systems, Inc. (Cubic) (\$200,000)

Request for approval of Clipper Contract Change Order No. 159, Amendment No. 10 - Clipper Program SSAE 18 Audit for FY 2022-23: Cubic Transportation Systems, Inc. (\$200,000).

Sponsors:

Indexes:

Code sections:

Attachments: [2b_SSAE 18 Audit for FY 2022-23](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Contract Change Order Amendment - Statement on Standards for Attestation Engagement No. 18 (SSAE 18) Annual Audit of Clipper Program: Cubic Transportation Systems, Inc. (Cubic) (\$200,000)

Request for approval of Clipper Contract Change Order No. 159, Amendment No. 10 - Clipper Program SSAE 18 Audit for FY 2022-23: Cubic Transportation Systems, Inc. (\$200,000).

Presenter:

David Weir

Recommended Action:

Board Approval

Attachments:

Clipper® Executive Board

January 23, 2023

Agenda Item 2b

Clipper® Contract Change Order Amendment – Statement on Standards for Attestation Engagement No. 18 (SSAE 18) Annual Audit of Clipper Program: Cubic Transportation Systems, Inc. (Cubic) (\$200,000)

Subject:

Request for approval of Clipper Contract Change Order No. 159, Amendment No. 10 – Clipper Program SSAE 18 Audit for FY 2022-23: Cubic Transportation Systems, Inc. (\$200,000).

Background:

In May 2012, the MTC Operations Committee approved a contract change order (CO 159) to the Clipper contract for Cubic to engage a firm to assess Cubic's financial and system controls associated with fare processing, financial reconciliation, cardholder support services, card fulfillment, information system operations and card account management functions. These tasks are completed via a standard approach called an SSAE 18 Audit. This change order amendment (Amendment 10 to CO 159) would allow Cubic to engage a firm to perform an SSAE 18 Audit for Fiscal Year (FY) 2022-23.

Industry best practices recommend conducting annual audits to maintain a vendor's focus on controls. Transit agencies rely upon the SSAE report as part of their own annual audits, as an SSAE report can reduce the procedures required in agencies' own audit processes.

The first SSAE Audit under CO 159 was completed in November 2013 for FY 2012-13. CO 159 was subsequently annually amended to provide for SSAE Audits of each subsequent fiscal year. Most recently, this Board authorized the FY 2021-22 SSAE 18 Audit (Amendment 9 to CO 159) in March 2022.

This contract change order amendment was contemplated and \$200,000 was set aside for this purpose in the Two-Year Clipper Operating Budget and Work Plan approved by the Board on June 27, 2022.

Issues:

None identified.

Recommendation:

Staff recommends that the Board approve Contract Change Order No. 159, Amendment No. 10 with Cubic Transportation Systems, Inc. in an amount not to exceed \$200,000, for the SSAE 18 audit for FY 2022-23, as described above.

Attachments:

None.



Carol Kuester

Request for Board Approval

Summary of Proposed Change Order Amendment

Contractor: Cubic Transportation Systems, Inc.
San Diego, California

Work Project Title: Statement on Standards for Attestation Engagement No. 18 (SSAE 18)
Audit for FY 2022-23 (Amendment #10 to CO-159)

Purpose of Project: To produce a SSAE 18 audit report regarding the Clipper program for the 2022-23 fiscal year.

Brief Scope of Work: SSAE 18 audits provide an attestation report stating that management's financial and information technology controls have been tested as to whether those controls effectively meet risk management objectives during the observation period of the report.

Project Cost Not to Exceed: \$200,000 (this Change Order Amendment)
Total contract value including amendments before this amendment = \$184,191,808
Total contract amount with this amendment = \$184,391,808

Funding Source: STA, Regional Measure 2 Capital, Regional Measure 2 Operating, Regional Measure 3, Fare Media and Card Fee Revenue, SB1 State of Good Repair

Fiscal Impact: Funds available in the FY 2022-23 MTC agency budget

Motion by Board: That Change Order No. 159, Amendment No. 10 with Cubic Transportation Systems, Inc. for the purposes described above, and in the Clipper Executive Director's summary sheet dated January 23, 2023, is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: January 23, 2023



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0106 **Version:** 2 **Name:**
Type: Contract **Status:** Committee Approval
File created: 12/15/2022 **In control:** Clipper Executive Board
On agenda: 1/23/2023 **Final action:**
Title: Special Election of Clipper® Executive Board Vice Chair
Nomination and Special Election of the Vice Chair of the Clipper Executive Board
Sponsors:
Indexes:
Code sections:
Attachments: [3a Clipper Vice Chair Nom Special Election](#)

Date	Ver.	Action By	Action	Result
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Subject:
Special Election of Clipper® Executive Board Vice Chair
Nomination and Special Election of the Vice Chair of the Clipper Executive Board

Presenter:
Edward Meng

Recommended Action:
Board Approval

Attachments:

Clipper® Executive Board

January 23, 2023

Agenda Item 3a

Special Election of Clipper® Executive Board Vice Chair

Subject:

Nomination and Special Election of the Vice Chair of the Clipper Executive Board

Background:

The Board Procedures Manual for the Clipper Executive Board defines the terms for the Chair and Vice Chair of the Clipper Executive Board and provides a process for their regular nomination and selection. Board members may serve multiple terms as Chair or Vice Chair but are limited to two consecutive terms as Chair or Vice Chair. The current Chair (or Vice Chair in the absence of the Chair) may seek nominations (including self-nominations) for Chair or Vice Chair, and votes for the Board officers shall be held in accordance with the Amended and Restated Clipper Memorandum of Understanding. As specified in the Clipper Executive Board Procedures Manual, the Special Election of a Chair or Vice Chair will be held by a majority vote or ballot.

Currently, the Vice Chair position has been vacant since Carter Mau of the San Mateo County Transit District stepped down from the Board effective November 1 due to his retirement. The regular terms of the current Chair and the Vice Chair selected at this meeting of the Clipper Executive Board will end in February 2024.

Issues:

None identified.

Recommendation:

Staff recommends that the Clipper Executive Board nominate and elect at its January 23, 2023 meeting, a Vice Chair of the Clipper Executive Board, whose term shall begin at that Clipper Executive Board meeting and who shall serve as the Board's Vice Chair until the next election and term of the Chair and Vice Chair, scheduled in February 2024.

Attachments:

None.

A handwritten signature in blue ink that reads "Carol Kuester". The signature is written in a cursive style and is positioned above a thin horizontal line.

Carol Kuester



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0191 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 1/5/2023 **In control:** Clipper Executive Board

On agenda: 1/23/2023 **Final action:**

Title: Clipper® Contract Amendment - Next Generation Clipper Library Ticket Vending Machines Integration: VenTek Transit Inc. (\$900,000)

Request for approval of a Contract Amendment for integration of next generation Clipper software into the current Clipper Ticket Vending Machines (TVMs): VenTek Transit Inc. (VenTek) (\$900,000)

Sponsors:

Indexes:

Code sections:

Attachments: [3b Contract Amendment Clipper TVM integration](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Contract Amendment - Next Generation Clipper Library Ticket Vending Machines Integration: VenTek Transit Inc. (\$900,000)

Request for approval of a Contract Amendment for integration of next generation Clipper software into the current Clipper Ticket Vending Machines (TVMs): VenTek Transit Inc. (VenTek) (\$900,000)

Presenter:

Jennifer Largaespada

Recommended Action:

Board Approval

Attachments:

Clipper® Executive Board

January 23, 2023

Agenda Item 3b

Clipper® Contract Amendment – Next Generation Clipper Library Ticket Vending Machines (TVM) Integration: VenTek Transit Inc. (\$900,000)

Subject:

Request for approval of a Contract Amendment for integration of Next Generation Clipper software into the current Clipper Ticket Vending Machines (TVMs): VenTek Transit Inc. (VenTek) (\$900,000)

Background:

In 2019, MTC executed a sole source contract with VenTek (the makers of ticket vending machines used by Caltrain, Golden Gate Transit and Ferry, SMART and VTA) in the amount of \$200,000 to perform various integration work between the Clipper system and the VenTek TVMs. The contract was divided into three separate tasks and the first two tasks (consisting of integration for more frequent configuration data updates and integration of mobile Clipper cards) have been completed. This contract amendment is to add funds to the contract to complete the third task – integration of the TVMs with the Next Generation Clipper library so that the TVMs can communicate with the account-based Clipper system in real-time to support the Next Generation Clipper Program implementation. The scope of work includes development and testing for integrating the TVMs for all four operators as well as the software deployment and field testing of the TVMs.

Issues:

No technical issues identified. Funds were set aside in the Two-Year Clipper Capital Budget and Work Plan approved by the Board on June 27, 2022, but specific scope of work and cost were unknown until December 2022. Staff will update the Clipper Capital Budget and include this Contract Amendment in the Two-Year Budget and Work Plan presented to the Board in Q1 2023.

Recommendation:

Staff recommends that the Board approve a Contract Amendment with VenTek Transit Inc. in an amount not to exceed \$900,000, to provide integration with the Next Generation Clipper library, as described above.

Attachments:

None.

A handwritten signature in blue ink that reads "Carol Kuester". The signature is written in a cursive style and is positioned above a thin horizontal line.

Carol Kuester

Request for Board Approval

Summary of Proposed Contract Amendment with VenTek Transit Inc.

Contractor: VenTek Transit Inc.
Petaluma, CA

Work Project Title: VenTek TVM Integration

Purpose of Project: To update the VenTek TVMs for Next Generation Clipper

Brief Scope of Work: Under this Contract Amendment, VenTek will update the communication networks in the TVMs to allow for real-time communication as required by the Next Generation Clipper System. This Amendment adds funds to an already existing Contract.

Project Cost Not to Exceed: \$900,000 (this Contract Amendment)

Total contract value including amendments before this amendment = \$200,000

Total contract amount with this amendment = \$1,100,000

Funding Source: FTA, FHWA, OBAG2, STP, CMAQ, STA, STP Exchange, TCP, Regional Measure 2 Capital and Regional Measure 2 Operating, CARES Act funds, Regional Measure 3, SB1 State of Good Repair

Fiscal Impact: Funds available in the 2022-23 MTC agency budget

Motion by Board: That a contract amendment with VenTek for the purposes described above and in the Clipper Executive Director's summary sheet dated January 23, 2023, is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: January 23, 2023



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0161 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 12/29/2022 **In control:** Clipper Executive Board
On agenda: 1/23/2023 **Final action:**
Title: Clipper® Schedule, Implementation, and Deployment Update
Update on key developments related to the Next Generation Clipper System (C2)

Sponsors:

Indexes:

Code sections:

Attachments: [4a Clipper Schedule and Implementation Update](#)
[4ai CEB Status Report 2023-01-23](#)
[4aii Clipper Next Generation Equipment Pilot Installation Pictures](#)

Date	Ver.	Action By	Action	Result
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Subject:
Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the Next Generation Clipper System (C2)

Presenter:
Jason Weinstein

Recommended Action:
Information

Attachments:

Clipper® Executive Board

January 23, 2023

Agenda Item 4a

Clipper® Schedule, Implementation, and Deployment Update

Subject:

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2)

Background:

Next Generation Project Schedule

Cubic's most recently submitted schedule is consistent with the revised schedule presented at the November 21, 2022 Clipper Executive Board (CEB) meeting.

Next Generation Implementation

Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering C2, upcoming activities and deliverables for MTC, Cubic Transportation Services, and the transit operators, and other noteworthy items managed by the project team.

Next Generation Deployment

Clipper reader installation at rail and ferry stations are complete at AC Transit, Caltrain, SMART and WETA; installations at VTA and SFMTA are 50% complete and expected to be completed in the near future. Onboard Clipper reader installations are completed at Santa Rosa CityBus and Petaluma Transit and are continuing at SFMTA, SamTrans and LAVTA. Clipper retail sales devices are being replaced with their Next Generation counterparts at Bay Area Walgreens, Whole Foods and local retailers. Included as Attachment B to this memorandum is a presentation showing recent pictures of Next Generation Clipper device installations.

Issues:

None identified.

Recommendations:

Information

Attachments:

- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Clipper Next Generation Equipment Pilot Installation Pictures

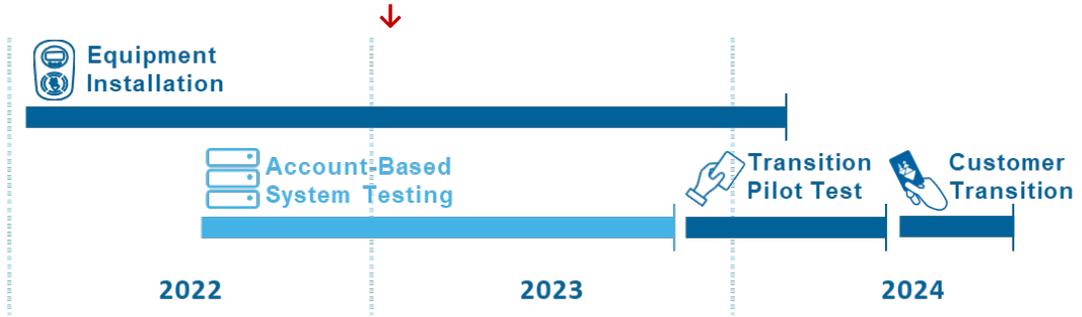


Carol Kuester



Next Generation Clipper Program

Executive Summary Status Report – January 23, 2023



Summary

- Installation of standalone validators (SAVs) nearing completion. Regionwide installation of SFMTA onboard validators and retail sales devices continues. System Integration Testing (SIT) and Pilot testing of remaining onboard validator integration options continues.
- Account-based SIT started; System Demonstration Testing (SDT) and User Acceptance Testing (UAT) continue.
- Technical and planning discussions continue with operators on various topics, including new device installation, BART and Muni equipment, paratransit/third-party integration, and Account-based fare rules.
- Joint coordination meetings ongoing between MTC and C2 Contractors Cubic (System Integrator), WSP (Customer Service Center), and Fiserv (Payment Services).
- Proposals for Fare Media Fulfillment Contractor received. Request for Qualifications (RFQ) for Fare Ticket Suppliers in development.

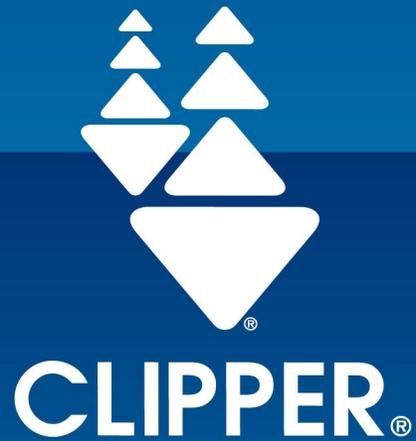
Recently Completed Activities

	MTC/IBI	Cubic	Operators	Date
• New Devices:				
○ Informal SIT for Napa	●	●	●	Nov 22
○ SIT for Operator Control Unit	●	●	●	Jan 19 (planned)
○ Regionwide installation (cont'd.)	●	●	●	ongoing
• C2 Fare Rules meetings with transit operators				
○ Golden Gate	●		●	Dec 2
○ County Connection	●		●	Dec 5
○ Napa VINE	●		●	Dec 5
○ BART	●		●	Dec 6
○ Vacaville City Coach	●		●	Dec 6
○ SolTrans	●		●	Dec 6
○ Caltrain/SamTrans	●		●	Dec 7
○ LAVTA (Wheels)	●		●	Dec 7
○ Marin Transit	●		●	Dec 8
○ Santa Rosa CityBus	●		●	Dec 8
○ Tri Delta Transit	●		●	Dec 8
○ WestCAT	●		●	Dec 9
○ WETA	●		●	Dec 9
○ SMART	●		●	Dec 9
○ SFMTA	●		●	Dec 14
○ Petaluma Transit	●		●	Dec 16
○ FAST	●		●	Dec 19–20
○ VTA	●		●	Jan 4

	MTC/IBI	Cubic	Operators	Date
• Account-based System Testing:				
○ Pilot Test procedure comments to Cubic	●		●	Dec 5
○ SDT for WETA	●	●	●	Dec 1
○ SDT for SMART	●	●	●	Dec 8
○ SDT for Customer Relationship Management module	●	●	●	Dec 13
○ SDT for Dashboards/Reporting	●	●	●	Dec 15
• Account-based Documentation:				
○ Comments on Implementation Plans to Cubic	●		●	Dec 22
• Fare Card Fulfillment Contractor Procurement:				
○ Proposals received	●			Dec 5

Upcoming Activities/Deliverables

	MTC/IBI	Cubic	Operators	Date
• New Devices:				
○ SIT for onboard equipment (cont'd.)	●	●	●	Jan–Feb
○ Pilot installation/testing (cont'd.)	●	●	●	Jan–Apr
○ SIT for BART fare gates	●	●	●	Jan–Mar
• Account-based System Testing:				
○ User Acceptance Testing (cont'd.)	●	●	●	Jan–Mar
○ System Demonstration Testing (cont'd.)	●	●	●	Jan–Mar
○ System Integration Testing	●	●	●	Feb–Apr
• Account-based Documentation:				
○ Initial review of Operations and Maintenance Documents		●		Feb
• Clipper Executive Board Meeting	●		●	Feb 27



Clipper® Next Generation Equipment Pilot Installation Pictures

Clipper Executive Board
January 23, 2023

LAVTA Onboard Validators – December 20th



Nova Electric Bus (SFMTA) – December 21st





Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0108 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 12/15/2022 **In control:** Clipper Executive Board

On agenda: 1/23/2023 **Final action:**

Title: Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the November 2022 meeting

Sponsors:

Indexes:

Code sections:

Attachments: [4b Current Clipper Operations and Performance Update](#)
[4bi December 2022 Clipper Data to Clipper Executive Board 01_23_2023](#)

Date	Ver.	Action By	Action	Result
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Subject:

Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the November 2022 meeting

Presenter:

Jason Weinstein

Recommended Action:

Information

Attachments:

Clipper® Executive Board

January 23, 2023

Agenda Item 4b

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the Board's November 2022 meeting.

Background:

Transaction and Sales

In December 2022, Clipper processed around 10 million transactions and settled around \$26 million in revenue. Vacaville continued to offer fare-free travel due to COVID-19.

Clipper Mobile Card Creation and Usage

- Over 384,000 plastic cards have been transferred to mobile wallets, and over 917,000 new mobile cards have been created.
- Customers have now taken approximately 26 million trips using Clipper mobile cards. This represents about 15% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of December 2022 alone, around 22% of Clipper trips were taken using a mobile card.

Clipper START Card Issuance and Usage

- Over 19,000 applications have been submitted through December 2022, with nearly 17,000 approved.
- As of December 2022, about 12,500 unique Clipper START cards had been used.
- Of the over 1,500,000 Clipper START trips taken since the program launched, over 224,000 were taken using a mobile Clipper card. This represents around 14% of Clipper START trips.

Customer Service Update

- There are currently nine Customer Service Representatives (CSRs) in training
- Total CSRs taking calls: 34

- Total CSRs: 44 (1 CSR on leave)
- Clipper Customer Service Center is continuing to meet all established key performance indicators (KPIs).

Quarterly Fare Change Deadline

- Fare changes and updates are scheduled to occur quarterly to limit demands on development and testing resources as work continues porting current Clipper business rules to next generation Clipper devices and developing the Next Generation Account-based system.
- The deadline for requesting fare changes for July 1, 2023 is Monday, April 3, 2023.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Clipper System Transaction and Revenue & Mobile App Performance and Usage Charts and Figures



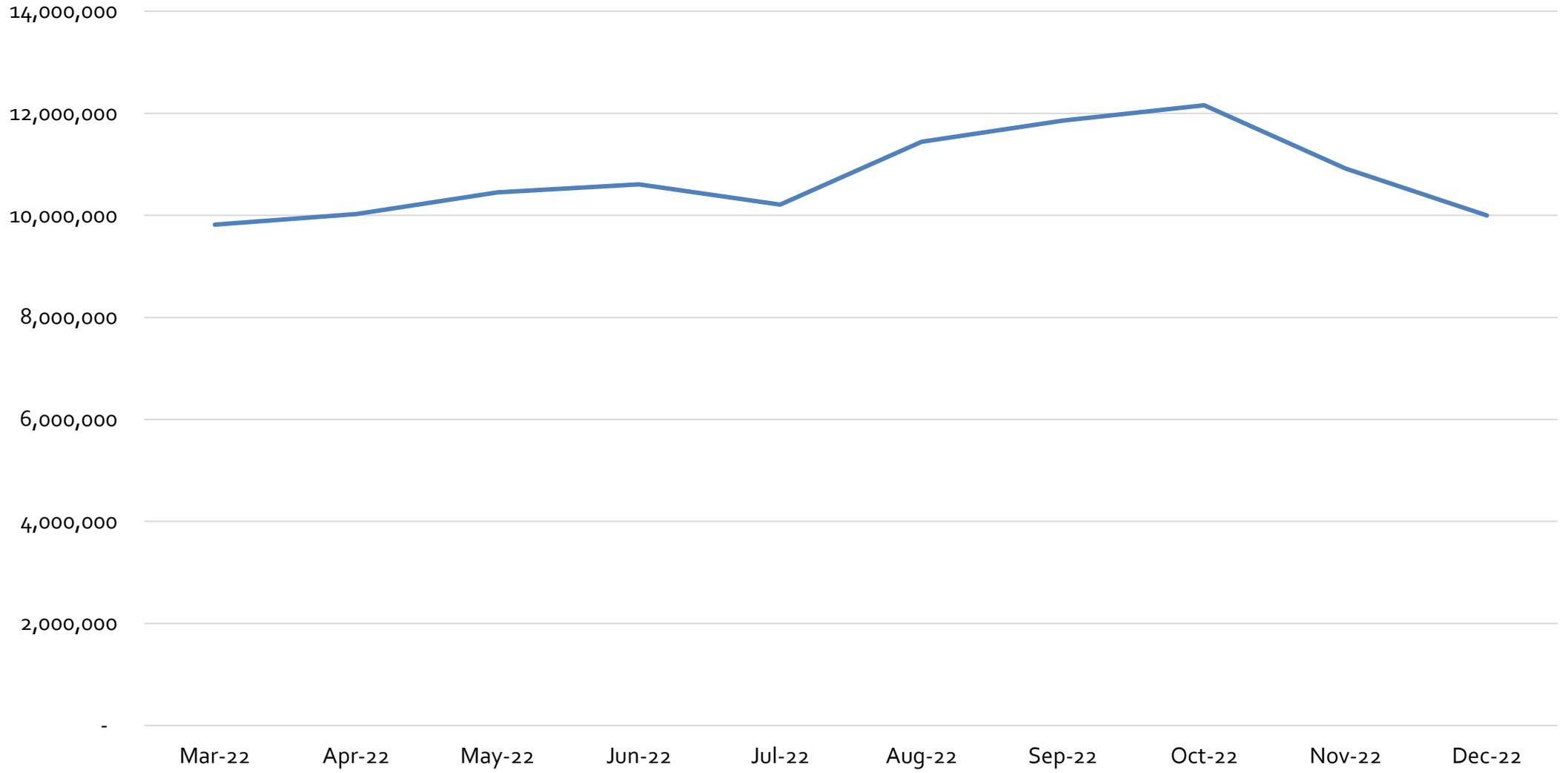
Carol Kuester



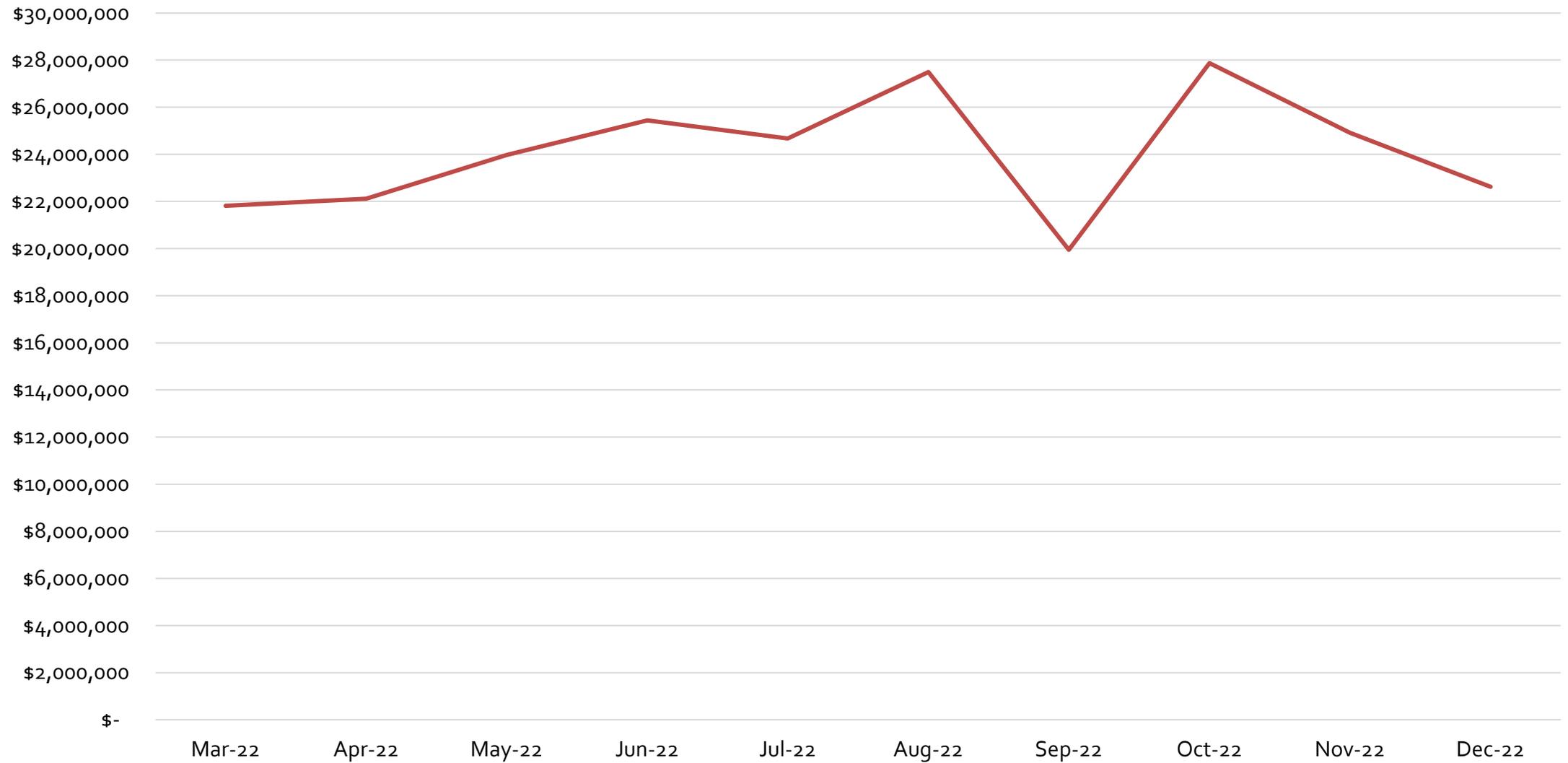
Clipper® System Transaction and Revenue & Mobile App Performance and Usage

Charts and Figures
Clipper Executive Board
January 23, 2023

Total Clipper Transactions by Month



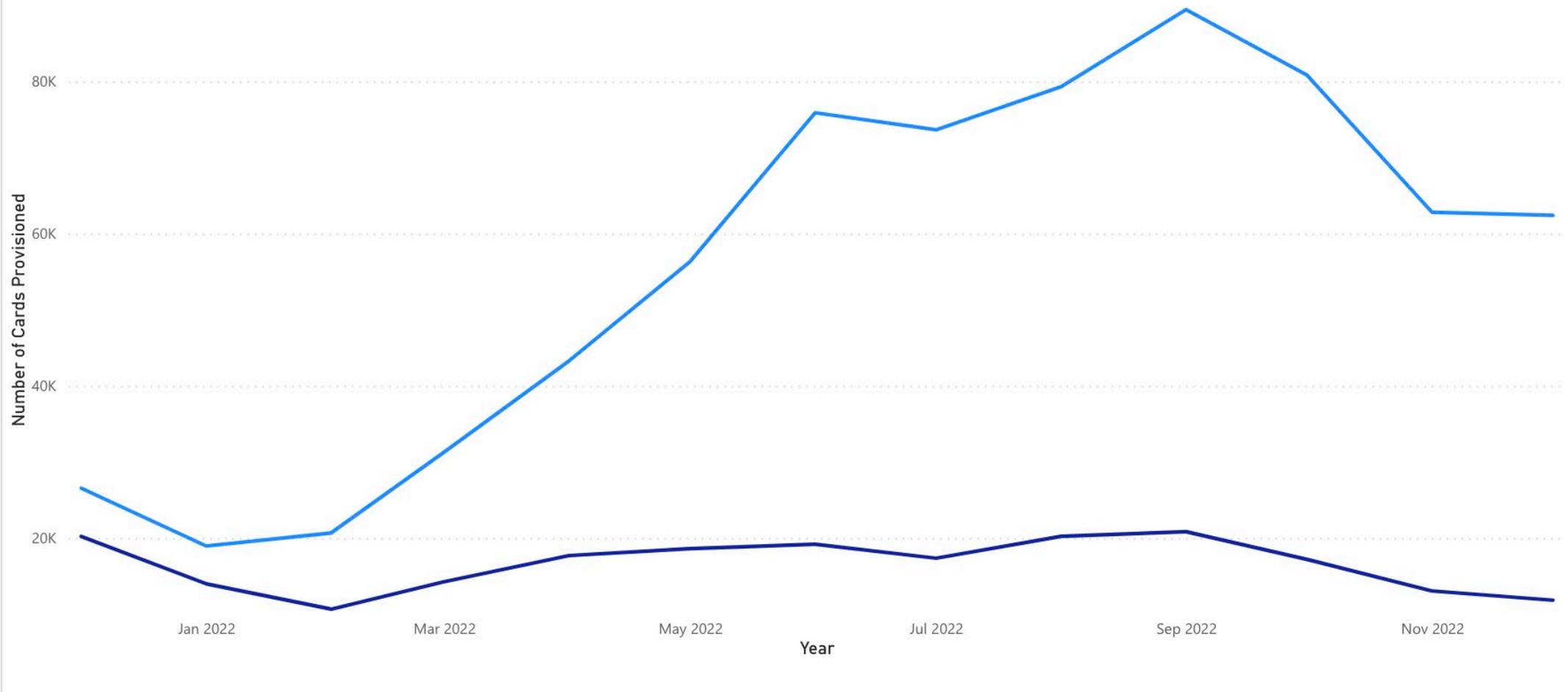
Total Clipper Revenue Settled by Month



Mobile Cards Provisioned by Month and Transaction Type

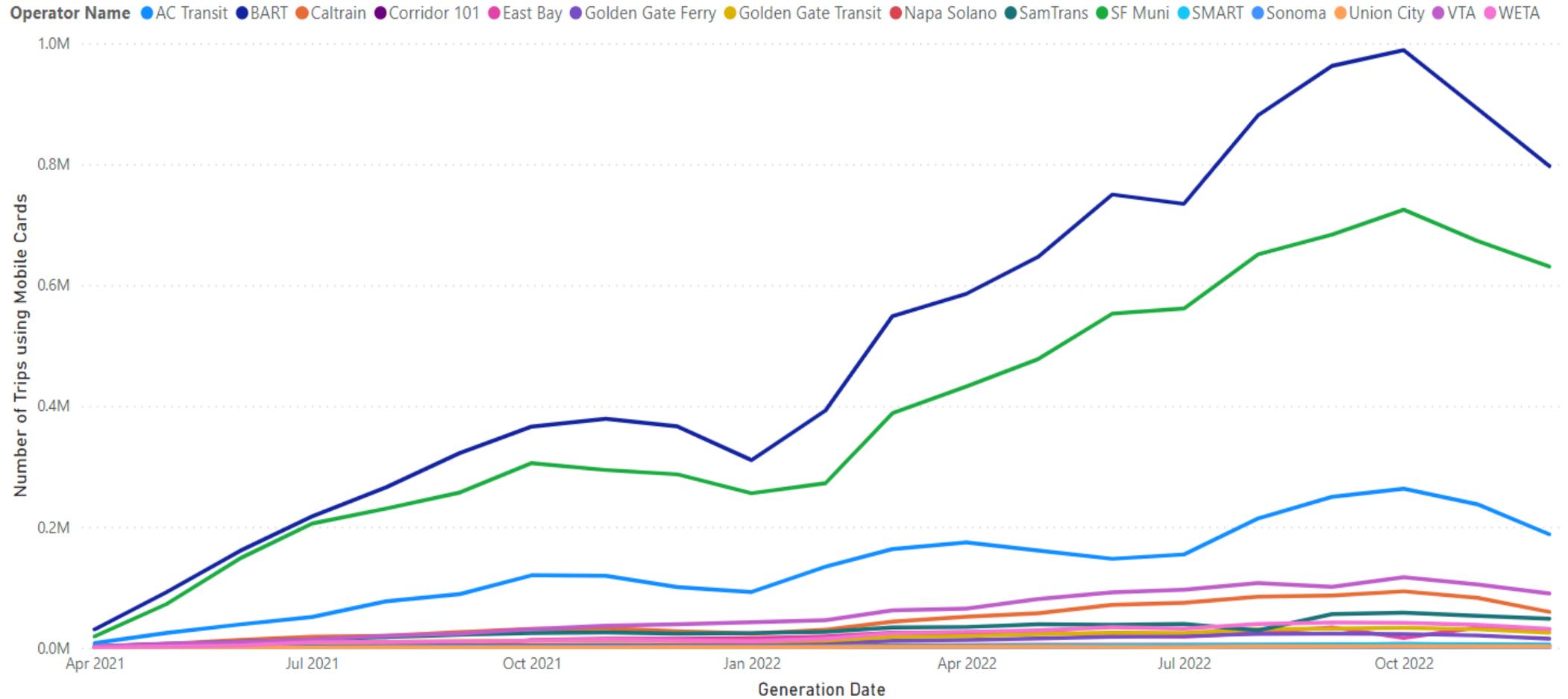
Number of Cards Provisioned by Year, Month and Transaction Type

Transaction Type ● New Card Issue ● Physical to Mobile Migration



Trips Made with Mobile Cards by Date and Operator

Number of Trips made with Mobile Cards by Generation Date and Operator Name



Mobile Card Trips, Clipper Trips, and Percent Mobile Card Trips by Operator since Mobile Launch & in December 2022

Since April 2021 Launch

Operator Name	Number of Trips using Mobile Cards	Number of Clipper Trips	Percent Mobile Card Trips
AC Transit	2,805,106	20,971,106	13.38%
BART	10,686,782	62,095,572	17.21%
Caltrain	933,386	3,379,828	27.62%
Corridor 101	30,386	174,416	17.42%
East Bay	355,216	2,566,055	13.84%
Golden Gate Ferry	223,206	1,124,125	19.86%
Golden Gate Transit	357,923	1,535,634	23.31%
Napa Solano	71,747	449,354	15.97%
SamTrans	623,034	5,356,848	11.63%
SF Muni	8,120,265	52,767,634	15.39%
SMART	57,947	449,305	12.90%
Sonoma	11,888	59,137	20.10%
Union City	23,041	199,255	11.56%
VTA	1,184,499	11,643,953	10.17%
WETA	436,242	1,446,657	30.16%
Total	25,920,668	164,218,879	15.78%

December 2022

Operator Name	Number of Trips using Mobile Cards	Number of Clipper Trips	Percent Mobile Card Trips
AC Transit	187,663	1,056,135	17.77%
BART	796,565	3,385,958	23.53%
Caltrain	59,369	166,362	35.69%
Corridor 101	2,519	11,798	21.35%
East Bay	30,569	155,873	19.61%
Golden Gate Ferry	14,951	53,582	27.90%
Golden Gate Transit	25,075	82,391	30.43%
Napa Solano	4,713	20,658	22.81%
SamTrans	47,997	294,260	16.31%
SF Muni	630,408	2,840,194	22.20%
SMART	5,074	28,131	18.04%
Sonoma	902	3,937	22.91%
Union City	1,968	11,375	17.30%
VTA	89,949	620,513	14.50%
WETA	31,227	79,664	39.20%
Total	1,928,949	8,810,831	21.89%