METROPOLITAN TRANSPORTATION COMMISSION

Meeting Transcript

METROPOLITAN TRANSPORTATION COMMISSION

CLIPPER EXECUTIVE BOARD

MONDAY, JANUARY 23, 2023 1:30 PM

ROBERT POWERS, CHAIR: WITH THAT, WALLY, WE'RE LIVE. WOULD THE BROADCASTING TEAM PLEASE PLAY THE MEETING ANNOUNCEMENT? [RECORDED MEETING PROCEDURES ANNOUNCEMENT] DUE TO COVID-19, THIS MEETING WILL BE CONDUCTED AS A ZOOM WEBINAR PURSUANT TO THE PROVISIONS OF ASSEMBLY BILL 361 WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE BROWN ACT. THIS MEETING IS BEING WEBCAST ON THE MTC WEBSITE. THE CHAIR WILL CALL UPON COMMISSIONERS, PRESENTERS, STAFF, AND OTHER SPEAKERS, BY NAME, AND ASK THAT THEY SPEAK CLEARLY AND STATE THEIR NAMES BEFORE GIVING COMMENTS OR REMARKS. PERSONS PARTICIPATING VIA WEBCAST AND ZOOM, WITH THEIR CAMERAS ENABLED, ARE REMINDED THAT THEIR ACTIVITIES ARE VISIBLE TO VIEWERS. COMMISSIONERS AND MEMBERS OF THE PUBLIC PARTICIPATION BY ZOOM, WISHING TO SPEAK, SHOULD USE THE RAISE HAND FEATURE OR DIAL STAR 9, AND THE CHAIR WILL CALL UPON THEM AT THE APPROPRIATE TIME. TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR PHONE NUMBER. IT IS REQUESTED THAT PUBLIC SPEAKERS STATE THEIR NAMES AND ORGANIZATION, BUT, PROVIDING SUCH INFORMATION IS VOLUNTARY. WRITTEN PUBLIC COMMENTS RECEIVED AT INFOATBAYAREAMETRO.GOV BY 5 P.M., YESTERDAY, WILL BE POSTED TO

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THE ONLINE AGENDA AND ENTERED INTO THE RECORD, BUT WILL NOT BE READ OUT LOUD. IF AUTHORS OF THE WRITTEN CORRESPONDENCE WOULD LIKE TO SPEAK, THEY ARE FREE TO DO SO. THEY SHOULD RAISE THEIR HAND AND THE CHAIR WILL CALL UPON THEM AT THE APPROPRIATE TIME. A ROLL CALL VOTE WILL BE TAKEN FOR ALL ACTION ITEMS. PANELISTS AND ATTENDEES SHOULD NOTE THAT THE CHAT FEATURE IS NOT ACTIVE. IN ORDER TO GET THE FULL ZOOM EXPERIENCE, PLEASE MAKE SURE YOUR APPLICATION IS UP TO DATE.

ROBERT POWERS, CHAIR: OKAY. THANK YOU FOR THAT, BROADCASTING TEAM. MADAM CLERK, COULD WE DO A ROLL CALL AND SEE IF WE HAVE A QUORUM PRESENT?

CLERK, WALLY CHARLES: YES. THANK YOU.

ROBERT POWERS, CHAIR: HERE.

CLERK, WALLY CHARLES: MEMBER CHAN?

SPEAKER: PRESENT.

CLERK, WALLY CHARLES: THANK YOU. MEMBER CHURCHILL?

BILL CHURCHILL: HERE.

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CLERK, WALLY CHARLES: GONOT?

CAROLYN M. GONOT: HERE.

CLERK, WALLY CHARLES: MEMBER HURSH?

MICHAEL HURSH: HERE.

CLERK, WALLY CHARLES: MEMBER KRANDA?

BETH KRANDA: HERE.

CLERK, WALLY CHARLES: MEMBER MCMILLAN?

THERESE MCMILLAN: HERE.

CLERK, WALLY CHARLES: JOE WIRE IS AN ALTERNATE FOR MEMBER MULLIGAN?

JOE WIRE: HERE.

CLERK, WALLY CHARLES: THANK YOU. MEMBER TUMLIN? MEMBER TUMLIN IS ABSENT. WE HAVE QUORUM.

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ROBERT POWERS, CHAIR: OKAY. THANK YOU FOR THAT, MADAM CLERK. WHY DON'T WE MOVE TO AGENDA ITEM NUMBER TWO, WHICH IS OUR CONSENT CALENDAR. AND THERE IS TWO ITEMS ON THERE, 2A AND 2B. IS THERE A MOTION ON THE CONSENT?

BETH KRANDA: SO MOVED. KRANDA.

MICHAEL HURSH: SECOND, HURSH.

ROBERT POWERS, CHAIR: MOTION BY KRANDA, AND SECOND BY HURSH. DO WE HAVE PUBLIC COMMENTS ON THESE ITEMS, MADAM CLERK?

CLERK, WALLY CHARLES: NO. THERE WAS NO PUBLIC COMMENTS RECEIVED ON THIS ITEM. AND THERE IS NO HANDS RAISED BY THE PUBLIC.

ROBERT POWERS, CHAIR: OKAY. LET ME TURN MY ATTENTION TO THE COMMITTEE MEMBERS HERE. COMMITTEE MEMBER DISCUSSION? COMMENTS? EPIPHANIES ON THE CONSENT CALENDAR, ANYBODY? OKAY. I AM NOT SEEING ANY. MADAM CLERK, WHY DON'T WE GO TO THE ROLL CALL VOTE, PLEASE?

CLERK, WALLY CHARLES: THANK YOU. CHAIR POWERS?

ROBERT POWERS, CHAIR: YES.

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CLERK, WALLY CHARLES: MEMBER CHAN?

SPEAKER: YES.

CLERK, WALLY CHARLES: MEMBER CHURCHILL?

BILL CHURCHILL: AYE.

CLERK, WALLY CHARLES: MEMBER GONOT?

CAROLYN M. GONOT: YES.

CLERK, WALLY CHARLES: HURSH?

MICHAEL HURSH: AYE.

CLERK, WALLY CHARLES: MCMILLAN?

THERESE MCMILLAN: AYE.

CLERK, WALLY CHARLES: MEMBER WIRE?

JOE WIRE: YES.

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CLERK, WALLY CHARLES: MEMBER TUMLIN? IS ABSENT. MOTION PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT.

ROBERT POWERS, CHAIR: EXCELLENT. THANK YOU, MADAM CLERK. OKAY. SO, WE ARE ON TO AGENDA ITEM NUMBER THREE, WHICH IS, THIS IS AN ACTION ITEM THAT NEEDS APPROVAL, AS WELL. AND THIS IS THE SPECIAL ELECTION OF THE CLIPPER EXECUTIVE BOARD, VICE CHAIR. AND WITH THAT, EDWARD, I THINK YOU HAVE A BRIEF WALK THROUGH OF THIS ITEM. IS THAT CORRECT? EDWARD MENG?

EDWARD MENG: I DO. I DO. THANK YOU CHAIR POWERS. THE CURRENT POSITION OF THE EXECUTIVE BOARD VICE CHAIR HAS BEEN VACANT SINCE CARL MOYER THE SAN MATEO COUNTY DISTRICT STEPPED DOWN NOVEMBER 1, 2022, DUE TO RETIREMENT. CLIPPER STAFF ASK FOR MOM NATIONS ON THE NEXT VICE CHAIR, AND THE BOARD ELECT A VICE CHAIR AT THE MEETING THAT WILL BE HELD BY MAJORITY VOTE. THE VICE CHAIR WILL SERVE IN POSITION UNTIL THE NEXT REGULAR ACTION OF BOTH THE TERM OF THE CHAIR AND VICE CHAIR WHICH IS SCHEDULED IN FEBRUARY 2024. SO, YOU KNOW, OUR RECOMMENDATION IS THAT WE SEEK A NOMINATION AND ELECTION FOR THE EXECUTIVE BOARD CHAIR -- VICE CHAIR.

ROBERT POWERS, CHAIR: OKAY. BEFORE WE JUMP THERE, MADAM CLERK, HOW ABOUT PUBLIC COMMENT ON THIS ITEM? WHETHER RECEIVED AHEAD OF TIME, OR REALTIME, RIGHT NOW?

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CLERK, WALLY CHARLES: THERE WAS NO PUBLIC COMMENT RECEIVED IN WRITING, AND THERE IS NO HANDS RAISED BY THE PUBLIC.

ROBERT POWERS, CHAIR: OKAY. THANK YOU. SO, LET ME JUST OPEN IT UP NOW, DO I HAVE ANY NOMINATIONS FOR THE ELECTION OF VICE CHAIR FOR THE CLIPPER EXECUTIVE BOARD FROM THE TEAM HERE?

MICHAEL HURSH: I WOULD LIKE TO NOMINATE APRIL CHAN. IN KEEPING WITH SAMTRANS, I AM SURE SHE WOULD SERVE, AS WELL.

BILL CHURCHILL: I WOULD SECOND THAT.

ROBERT POWERS, CHAIR: OKAY. WE HAVE A NOMINATION FROM HURSH. AND THE SECOND -- BILL WAS THAT YOU?

BILL CHURCHILL: YES.

ROBERT POWERS, CHAIR: COPY THAT. THANK YOU. WE HAVE A NOMINATION AND SECOND FOR APRIL CHAN. IS THERE A DISCUSSION, COMMITTEE MEMBERS, ON THIS? OKAY. WITH THAT, MADAM CLERK I'M SENDING THIS BACK OVER TO YOU FOR ROLL YOU CALL VOTE FOR VICE CHAIR APRIL CHAN.

CLERK, WALLY CHARLES: CHAIR POWERS?

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ROBERT POWERS, CHAIR: YES.

CLERK, WALLY CHARLES: MEMBER CHAN?

APRIL CHAN: I WAS GOING TO SAY I'M HAPPY TO ACCEPT THE NOMINATION AND HOPEFULLY I CAN DO AS GOOD A JOB AS MEMBER MAU PREVIOUSLY. AND, YES.

CLERK, WALLY CHARLES: THANK YOU. MR. CHURCHILL?

BILL CHURCHILL: AYE.

CLERK, WALLY CHARLES: MEMBER GONOT?

CAROLYN M. GONOT: YES.

CLERK, WALLY CHARLES: MEMBER HURSH?

MICHAEL HURSH: AYE.

CLERK, WALLY CHARLES: KRANDA?

BETH KRANDA: YES.

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CLERK, WALLY CHARLES: MEMBER MCMILLAN?

THERESE MCMILLAN: AYE.

CLERK, WALLY CHARLES: MEMBER WIRE?

JOE WIRE: ABSOLUTELY.

CLERK, WALLY CHARLES: MEMBER TUMLIN IS ABSENT. THE MOTION PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT.

ROBERT POWERS, CHAIR: WELL, THANK YOU FOR THAT, MADAM CLERK. AND, APRIL, I JUST AM LOOKING FORWARD TO THE PARTNERSHIP, WITH YOU AS THE VICE CHAIR. LET ME JUST TURN IT OVER TO YOU. I KNOW YOU SAID A FEW WORDS, I WANT TO OPEN IT UP AS A PRIVILEGE AS THE CHAIRPERSON HERE. WOULD YOU LIKE TO SAY A FEW WORDS?

APRIL CHAN: I AM EXCITED TO SERVE ON THIS BOARD. ACTUALLY I WORKED WITH CAROL A LONG TIME AGO ON CLIPPER, MAYBE THE FIRST GENERATION. THIS IS NOW CONSIDERED THE THIRD GENERATION WE'RE MOVING INTO SO THIS IS AN EXCITING TIME FOR THE REGION. THANKS AGAIN FOR THE NOMINATION IT'S GOING TO BE REALLY EXCITING TO WORK ON THIS BOARD. THANK YOU.

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ROBERT POWERS, CHAIR: EXCELLENT. AND I THINK I SPEAK FOR THE MEMBERSHIP, WE'RE ALL LOOKING FORWARD TO WORKING WITH YOU, AS THE VICE CHAIR, AS WELL. MADAM CLERK, IF I'M NOT MISTAKEN, THAT, KIND OF, CLOSES OUT ITEM 3A AND MOVES US OVER TO ITEM 3B. ITEM 3B IS A CONTRACT AMENDMENT, AND THIS IS FOR THE INTEGRATION OF THE NEXT CLIPPER, NEXT GENERATION CLIPPER SOFTWARE. THIS IS FOR THE CLIPPER TICKET VENDING MACHINES. AND JENNIFER YOU'RE GOING TO LEAD US AND WALK THROUGH THIS ITEM LEAD US THROUGH THE DISCUSSION?

JENNIFER LARGAESPADA: YES. THIS CONTRACT IS FOR A CONTRACT AMENDMENT, WITH VENTEC TRANSIT INCORPORATED. IN 2019 MTC EXECUTED A SOLE SOURCE CONTRACT WITH VENTEC FOR VARIOUS INTEGRATION WORK BETWEEN THE VENTEC TDM'S AND THE CLIPPER NETWORK. THE CONTRACT WAS AND SPLIT INTO THREE DISTINCT TASKS. FIRST TWO TASKS HAVE BEEN COMPETED. THEY WERE FOR MORE FREQUENT CONFIGURATION DATA UPDATES AND ALSO THE INTEGRATION WITH MOBILE. AND THIS AMENDMENT IS TO ADD FUNDS INTO THIS CONTRACT TO COMPLETE THE THIRD TASK WHICH IS TO WITH THE CLIPPER C2 LIBRARY WHICH WILL ALLOW FOR REALTIME INTEGRATION WITH THE CLIPPER SYSTEM. SO, THIS INTEGRATION WORK INCLUDES DEVELOPMENT AND TESTING AS WELL AS DEPLOYMENT AND FIELD TESTING FOR ALL OF THE VENTEC TDM'S CURRENTLY IN USE FOR CALTRAIN, GOLDEN GATE, SMART, AND VTA. AND THE FUNDING FOR THIS CONTRACT AMENDMENT WAS INCLUDED IN THE TWO-YEAR CLIPPER

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BUDGET APPROVED BY THIS BOARD IN JUNE 2022. WE DID NOT AT THE TIME HAVE SPECIFIC SCOPE AND COSTS THE SPECIFICS WEREN'T AVAILABLE UNTIL DECEMBER OF 2022. BUT THE FUNDING WAS INCLUDED IN THE TWO-YEAR CLIPPER BUDGET. SO, STAFF IS RECOMMENDING THAT THIS BOARD APPROVE A CONTRACT AMENDMENT WITH VENTEC, NOT TO EXCEED $500,000 TO PROVIDE INTEGRATION WITH THE NEXT GENERATION CLIPPER LIBRARY.

ROBERT POWERS, CHAIR: OKAY, JENNIFER, THANK YOU FOR THE WALK THROUGH OF THIS ITEM. LET ME GO TO MADAM CLERK, FIRST FOR PUBLIC COMMENT ON THIS ITEM. EITHER WRITTEN OR REALTIME?

CLERK OF THE BOARD: THERE ARE NO MEMBERS OF THE PUBLIC WITH THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED ON THIS ITEM.

ROBERT POWERS, CHAIR: OKAY. VERY GOOD. THANK YOU. LET'S SEE IF WE HAVE A MOTION AND A SECOND ON THIS AMENDMENT, FIRST OFF HERE. IS THERE A MOTION FROM THE CLIPPER EXECUTIVE BOARD HERE?

THERESE MCMILLAN: MOTION TO APPROVE, MCMILLAN.

CAROLYN GONOT: SECOND CAROLYN GONOT.

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ROBERT POWERS, CHAIR: OKAY. WE HAVE MCMILLAN ON THE MOTION, SECOND BY GONOT. COMMENTS FROM THE EXECUTIVE BOARD? I HAD ONE COMMENT BUT I'LL GO LAST. CAROLYN, YOU HAD YOUR HAND UP.

CAROLYN GONOT: JUST -- I HAVE A QUICK QUESTION. IS, WITH THIS WORK, IS THIS WITH KEEPING ON SCHEDULE OR WORKING THROUGH WHAT THE SCHEDULE WOULD BE AND THE DOLLAR AMOUNT NEEDED.

JENNIFER LARGAESPADA: THE SCHEDULE FALLS IN LINE WITH THE TRANSITION OVER TO C2. WE'RE STILL WORKING WITH VENTEC ON THE ACTUAL AMOUNT OF THIS. SO, WE HAVE THE AMOUNT NOT TO EXCEED. IT WILL NOT BE ABOVE THAT. AND WE'RE STILL WORKING WITH THEM ON SOME SPECIFICS OF THE SCOPE. SO, THE AMOUNT IS STILL TO BE DETERMINED IN THE ACTUAL TIME ON THAT.

ROBERT POWERS, CHAIR: OKAY. THANK YOU, JENNIFER. EXCELLENT QUESTION, CAROLYN. ANY OTHER COMMENTS OR QUESTIONS FOR JENNIFER? I'M NOT SEEING ANY HERE. JENNIFER, MINE IS MORE OF A COMMENT. IT IS IN LINE WITH WHAT CAROLYN BROUGHT UP. IF YOU COULD JUST STAY FOCUSED, PLEASE, AND ON SCHEDULE, AND CROSSWALKING THIS WALK THROUGH THE CURRENT C2 SCHEDULE. I'M GOING MAKE A SIMILAR COMMENT ON THE FARE INTEGRATION EVERYTHING IS TIED BACK TO THE C2 SCHEDULE. WE HAVE TO MAKE SURE EVERYTHING IS FALLING IN LINE AND MATCHING UP

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JENNIFER LARGAESPADA: WE HAD A CONVERSATION WITH VENTEC WITH THAT AND THEY'RE AWARE OF WHAT OUR TIMING IS AND THE C2 TIMELINE, THEY'RE AWARE IT'S A BIG PART AND WITH THE AGENCIES THAT CURRENTLY USE THEM.

ROBERT POWERS, CHAIR: GOOD. MADAM CLERK WE HAVE EYE MOTION BY MCMILLAN AND SECOND BY GONOT. ROLL CALL VOTE PLEASE?

CLERK, WALLY CHARLES: YES. CHAIR POWERS?

ROBERT POWERS, CHAIR: YES.

CLERK, WALLY CHARLES: MEMBER CHAN? VICE CHAIR CHAN? SORRY. [LAUGHTER]

APRIL CHAN: YES.

CLERK, WALLY CHARLES: MEMBER CHURCHILL?

BILL CHURCHILL: AYE.

CLERK, WALLY CHARLES: GONOT?

CAROLYN M. GONOT: AYE.

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CLERK, WALLY CHARLES: HURSH?

MICHAEL HURSH: YES.

CLERK, WALLY CHARLES: KRANDA?

BETH KRANDA: YES.

CLERK, WALLY CHARLES: MCMILLAN?

THERESE MCMILLAN: AYE.

CLERK, WALLY CHARLES: WIRE FOR MULLIGAN?

JOE WIRE: YES.

CLERK, WALLY CHARLES: MEMBER TUMLIN? IS ABSENT. MOTION PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT. THANK YOU.

ROBERT POWERS, CHAIR: EXCELLENT. THANK YOU, MADAM CLERK. SO, WE ARE GOING TO GO ON TO ITEM NUMBER FOUR. THERE'S A COUPLE OF ITEMS. WE'RE GOING TO START WITH 4A. THIS SAN INFORMATIONAL ITEM, NO VOTE REQUIRED, AND JASON IS GOING TO WALK US THROUGH THE CLIPPER SCHEDULE IMPLEMENTATION AND DEPLOYMENT UPDATE. JASON, A STANDARD ITEM ON THIS MEETING. THE FLOOR IS YOURS.

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JASON WEINSTEIN: THANKS CHAIR POWERS. JUST FOR THE RECORD, JASON WEINSTEIN STAFF. NOTED IN OUR SCHEDULED UPDATE IN NOVEMBER 2022, AND AS SHOWING THAT'S IN THE FIGURE ON THE TOP OF MEMO A IN YOUR PACKET WE CONTINUE TO BE ON TRACK FOR THE TRANSITION TO NEXT GENERATION CLIPPER SYSTEM IN SUMMER OF 2024. SO THAT IS GREAT. TRANSITION DATE AT A MOMENT WHICH WE'LL EXPECT TO HAVE THE CLIPPER SYSTEM FULLY OPERATIONAL AND EQUIPMENT INSTALLED ACROSS ALL THE 22 PARTICIPATING TRANSIT OPERATORS, AND JUST AS A REMINDER, WHICH I THINK MANY OF YOU KNOW, BUT IT DOESN'T HURT TO REPEAT, CUSTOMERS CAN EXPECT FEATURES LIKE FUNDS ON THEIR CLIPPER CARDS IMMEDIATELY AVAILABLE FOR USE, WHICH YOU CAN DO TODAY TOO, BUT WILL STILL BE THERE. TAPPING YOUR OPEN PAYMENTS, CREDIT DEBIT PAY, MANAGING ALL CARDS ON A SINGLE ACCOUNT, AND MORE TRAVEL OPPORTUNITIES. CURRENTLY THE SYSTEM IS BEING TESTED AND UNDERWAY AND WITNESSED BY MTC AND OPERATOR STAFF AND IS ONGOING AT MULTIPLE OPERATORS. I'LL PAUSE THERE TRYING TO BE BRIEF AND ANSWER ANY QUESTIONS THAT THE BOARD MAY HAVE.

ROBERT POWERS, CHAIR: OKAY. LET'S JUST HOLD FAIR SECOND THERE. LET'S DROP OVER TO THE MADAM CLERK. PUBLIC COMMENT WRITTEN OR RECEIVED, REALTIME HERE?

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CLERK, WALLY CHARLES: THERE WAS NO PUBLIC COMMENTS RECEIVED IN WRITING AND THERE IS NO HANDS RAISED BY THE PUBLIC.

ROBERT POWERS, CHAIR: OKAY. ALL RIGHT. GOOD TO KNOW. GOOD TO KNOW. ALL RIGHT. COMMITTEE MEMBERS, COMMENTS? QUESTIONS? CONCERNS FOR JASON AND HIS TEAM? OKAY. NOT SEEING ANY, JASON, BUT I'M GOING TO THROW ONE AT YOU. HOPEFUL YOU'RE FLEET AFOOT HERE, NOT TO CATCH YOU FLOOD FOOTED. HOW ARE WE DOING ON CLIPPER CARD AVAILABILITY? I HAVEN'T CHECKED WITH MY TEAM INTERNALLY, AND I DO NOT MEAN TO THROW SOMETHING OUT OF LEFT FIELD AT YOU. BUT I WOULD LIKE TO KNOW WHERE WE ARE WITH THAT.

JASON WEINSTEIN: APPRECIATE THE QUESTION. WE MEET WITH YOUR TEAM EACH WEEK. WE STILL DON'T HAVE GREAT CERTAINTY ON WHEN THE NEXT SET OF CARDS WILL BE COMING IN. WE DO HAVE DECENT INVENTORY, ABOUT 200,000 CARDS, AND GIVEN THE WORK THAT WE DID WITH YOUR STAFF AT THE STATION IN TERMS OF NOT VENDING CLIPPER CARDS FOR THE TIME BEING THAT'S REALLY HELPED REDUCE THE DEMAND FOR CHIRP CARDS AND IN ADDITION TO, OF COURSE, HAVING THE ABILITY FOR PEOPLE TO HAVE MOBILE CARDS ON THEIR PHONES HAS HELPED SWELL THE TIDE. WE ARE NOT IN DIRE STRAITS, AND I'LL SEE IF JEN AGREES WITH ME?

JENNIFER LARGAESPADA: YOU DID CAPTURE IT. WE HAVE SHIPPING THIS WEEK, BUT SHIPPING AND DELIVER TIMES REMAIN FLUID WE HAVE

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A LOT OF CARDS ON ORDER AND WE GET UPDATES WEEKLY FROM OUR MANUFACTURE AND CUBIC.

ROBERT POWERS, CHAIR: GOOD TO KNOW JENNIFER. DO WE KNOW THE ORDER OF MAGNITUDE THAT MIGHT BE SHIPPING IN THE NEAR FUTURE?

JENNIFER LARGAESPADA: 180,000.

ROBERT POWERS, CHAIR: DOUBLE?

JENNIFER LARGAESPADA: WE GOT 200,000 IN CUBIC SUPPLY RIGHT NOW AND THEN ANOTHER 180,000 BUT WE STILL HAVE ALMOST 2 MILLION ON ORDER THAT ARE JUST COMING IN DRIBS AND DRABS, MULTIPLE ORDERS THAT HAVE BEEN PLACED, AT THIS POINT, OVER A YEAR AGO.

JASON WEINSTEIN: WE'RE NOT OUT OF THE WOODS BUT FEEL LIKE WE'RE IN AN OKAY PLACE.

JENNIFER LARGAESPADA: WE'RE STAYING ON TOP OF IT.

ROBERT POWERS, CHAIR: THANK YOU JENNIFER AND JASON FOR THE RESPONSE. ANY QUESTIONS OR COMMENTS FROM JASON AND/OR JENNIFER? OKAY. JASON, I'M NOT SEEING ANY OTHER ADDITIONAL COMMENTS HERE. SO, WHY DON'T WE MOVE ON TO ITEM NUMBER 4B, WHICH IS THE COMPLEMENTARY ITEM TO 4A THAT WE ALWAYS PAIR

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TOGETHER. THIS IS THE CLIPPER OPERATIONS UPDATE. JASON ARE YOU GOING TO RUN THIS AS WELL?

JASON WEINSTEIN: YES. JASON WEINSTEIN, CLIPPER STAFF. IN YOUR PACKET PROVIDES THE STATS ON TRAUMATICS, REVENUE, USAGE, AND SERVICE LEVELS AND QUARTERLY FARE CHANGES. BUT BEFORE I GET INTO THE UPDATE I TYPICALLY RUN YOU THROUGH ON THE OPERATIONAL STATISTICS, I WANTED TO GIVE YOU AN UPDATE ON THE SYSTEM PERFORMANCE BETWEEN THANKSGIVING DAY AND NEW YEARS 2023. WE WERE PREPARED AND ALL WENT SMOOTHLY IN 2022 WE EXPERIENCED PERFORMANCE CHALLENGES WITH REGARD TO THE CLIPPER BACK OFFICE AND WORK WITH OUR VENDOR TO TAKE CARE OF THE CUSTOMER END. AND I'M GLAD WE ARE ABLE TO GET THROUGH THAT AND NOW WE CAN TALK ABOUT STATISTICS. IF THE TEAM COULD BRING UP THE SLIDES, THAT WOULD BE GREAT. THE FIRST SLIDE IS THE TOTAL CLIPPER TRANSACTIONS OVER THE LAST YEAR IN DECEMBER OF 2022, CLIPPER PROCESSED AROUND 10 MILLION TRANSACTIONS AND HOPE TO STAY STEADY AT THAT LEVEL. NEXT SLIDE, PLEASE. NEXT SLIDE PORTRAYS THE TOTAL REVENUE SETTLED BY THE CLIPPER SYSTEM DURING THE SAME TIME PERIOD AS THE SLIDE WE JUST LOOKED AT. IN TERMS OF REVENUE SETTLED JUST OVER $22 MILLION IN REVENUE. AND, AGAIN THAT'S HOLDING PRETTY STEADY AS YOU CAN SEE FROM THE CHART. NEXT SLIDE PLEASE SO, THE THIRD SLIDE HERE REPRESENTS HOW MANY MOBILE CARDS HAVE BEEN PROVISIONED IN THE LAST 12 MONTHS THOSE NEWLY OBTAINED ON PHONES AS WELL AS THOSE CONVERTED FROM

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PLASTIC TO THEIR MOBILE PHONE. SO, THE LIGHT BLUE LINE THIS'S THE HIGHER LINE THERE REPRESENTS THE CARDS OBTAINED ON PHONES OF WHICH, IN THE MONTH OF DECEMBER, WAS JUST OVER 62,000. AND THE DARKER BLUE LINE, WHICH IS AT THE BOTTOM OF THIS CHART REPRESENTS THE CARDS CONVERTED FROM PHYSICAL PLASTIC CARDS TO MOBILE CARDS, AND THEY'RE NEARLY ABOUT 12,000. AND AS YOU CAN SEE THAT HOLDS PRETTY STEADY AROUND THAT NUMBER, AS WELL. THE TOTAL NUMBER OF MOBILE CARDS IN THE CLIPPER SYSTEM NOW IS JUST OVER 1.3 MILLION SO WE HAVE QUITE A LARGE NUMBER. OKAY. LET'S GO TO THE NEXT SLIDE. SO, THE CHART ON THIS SLIDE ILLUSTRATES THE NUMBER OF TRIPS TAKEN USING MOBILE CARDS BY TRANSIT OPERATORS AS APPS RELEASED, YOU SEE THE TOTAL DOWN FROM OCTOBER I THINK THAT'S REGULAR RIDERSHIP DECREASES YOU MIGHT SEE DURING THE TIME PERIOD. THE TABLES ON THIS SLIDE COMPARE NUMBER OF TRIPS MADE WITH MOBILE CARDS VERSUS TOTAL NUMBER OF TRIPS BY OPERATOR. YOU CAN SEE ON THE LEFT SIDE OF THE TABLE, WE HAVE A CHART THAT SHOWS THE NUMBER OF TRIPS SINCE THE LAUNCH OF CLIPPER MOBILE, IN APRIL IT'S GOING TO BE ALMOST TWO YEARS FROM NOW PRETTY SOON IN A FEW MONTHS NEAR 26 MILLION TRIPS HAVE BEEN TAKEN USING MOBILE CLIPPER CARDS AND OVER THAT PERIOD OF TIME, IT'S APPROACHING 16% OF THE TOTAL TRIPS. AND THE PERCENTAGE CONTINUES TO INCREASE. YOU CAN SEE ON THE RIGHT SIDE OF THIS SLIDE IS JUST THE SAME INFORMATION, BUT THE MONTH OF DECEMBER, 2022. AND ALMOST 22% OF CLIPPER TRIPS TAKEN IN THE MONTH OF DECEMBER WERE DONE WITH MOBILE CARDS. SO, IT'S --

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WE'RE -- I DON'T WANT TO SAY WE'RE HITTING A STEADY STATE BECAUSE IT SEEMS TO TICK UP A LITTLE BIT EACH MONTH, BUT IT'S INTERESTING PROGRESS. SO, I'LL LEAVE IT AT THAT, AND HAPPY TO ANSWER ANY QUESTIONS. OH, THE ONE FINAL THING I WANTED TO MENTION WITH REGARD TO THE QUARTERLY FARE CHANGE DEADLINE. SO, WE SAID OVER THE LAST SEVERAL MONTHS CUBIC IS REQUESTING THAT WE HAVE QUARTERLY FARE CHANGE REQUESTS TO THEM TO HELP MANAGE THE WORK SO THAT WE'RE KEEPING THEM ALL TOGETHER. SO, FOR JULY FOR THIS YEAR CHANGES DEADLINE IS REQUESTING CHANGES TO BE IN BY APRIL 3RD. OKAY. THAT THE IS MY REPORT. AND I'M HAPPY TO TAKE ANY QUESTIONS.

ROBERT POWERS, CHAIR: OKAY. THANK YOU, JASON, FOR THAT REPORT. MADAM CLERK, PUBLIC COMMENTS ON THIS ITEM?

CLERK, WALLY CHARLES: THERE IS ONE HAND RAISED FOR PUBLIC COMMENTS. THERE WAS NOTHING IN WRITING.

ROBERT POWERS, CHAIR: OKAY. LET'S MOVE TO PUBLIC COMMENT, PLEASE?

CLERK, WALLY CHARLES: OKAY. LET ME JUST GRAB THE TIMER. TWO MINUTES?

ROBERT POWERS, CHAIR: YES, MA'AM.

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CLERK, WALLY CHARLES: ALETA DUPREE. ARE YOU READY TO UNMUTE?

SPEAKER: YES. THANK YOU, CHAIR, BOB POWERS. ALETA DUPREE FOR THE RECORD, SHE AND HER. GOOD REPORT. I THINK WE'RE MAKING PROGRESS WITH OUR MOBILE CLIPPER, AND I THINK THERE IS A LOT MORE WE CAN DO. I CERTAINLY SEE THE NEED FOR SOME AMBASSADORSHIP, AS I WAS ON THE SYSTEM YESTERDAY I WAS GOING TO THE AIRPORT AND SOMEONE WAS HAVING TROUBLE LOADING MONEY ON TO THEIR CLIPPER CARD. SO WE STILL HAVE TO HAVE VENDING MACHINES. BUT HOW DO WE GET OUT THE MENTALITY OF SAYING THERE'S AN APP FOR THAT. ODDS ARE THIS PERSON HAS A SMART PHONE. I WOULD SAY THE ODDS ARE VERY HIGH. AND THE ONLY REASON I HELD BACK ON GETTING A MOBILE CLIPPER CARD IS BECAUSE I THOUGHT I COULD USE IT WITH MY REDUCED FARE OR BENEFIT. BUT I BELIEVE IT WAS JASON WHO SAID IN A MEETING THAT I COULD USE IT WITH MY REDUCED FARE BENEFIT. AND BEFORE THE NEXT MEETING, I HAD ACTUALLY CHANGED OVER. SO, THIS IS WORKING. AND SO WE HAVE TO ASK OURSELVES, OF THE PEOPLE WHO ARE GETTING CLIPPER CARDS, IF THEY HAVE PHONES, AND WHAT THEIR CONCERN IS ABOUT BEING ABLE TO USE THEIR PHONES. AND WHEN I THINK ABOUT WHAT'S GOING ON WITH THE AIRPORT, AND THE PAPER TICKETING, HOW MANY PEOPLE ARE BUYING THE TICK PAPER TICKET AND JUST BUYING ENOUGH TO GO TO SAN BRUNO OR BALBOA OR EMBARCADERO, AND USING A CLIPPER CARD BECAUSE IT COSTS AN EXTRA $0.50 TO RIDE TO USE PAPER

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PARTICULATE. WE CAN MOVE FORWARD NOT BACKWARD. I DON'T GIVE FODDER TO THE NAYSAYERS WHO THINK IT CAN'T BE DONE BECAUSE I KNOW IT CAN BE DONE. THANK YOU.

CLERK, WALLY CHARLES: THANK YOU. I DON'T SEE ANY MORE HANDS RAISED BY THE PUBLIC.

ROBERT POWERS, CHAIR: THANK YOU MADAM CLERK. AND THANK YOU FOR THOSE COMMENTS, ALETA. ALL RIGHT. COMMENTS? BOARD DISCUSSION FOR JASON ON THIS TOPIC? I SEE, APRIL, YOU HAVE YOUR HAND RAISED, AND THEN WE'LL GO OVER TO CAROLYN?

APRIL CHAN: YES. I KNOW, JASON, THIS IS NOT PART OF THE POWERPOINT PRESENTATION BUT IN THE WRITTEN REPORT YOU TALKED ABOUT CLIPPER START. I UNDERSTAND THAT'S STILL A PILOT ON A PILOT BASIS. CAN YOU REMIND ME HOW FAR OUT DOES IT GO OUT TO? AND DO YOU THINK THE SATURATION, THE MARKET SATURATION IS KIND OF WHERE THE REGION WANTS TO BE AND WHAT IS IT THAT WE'RE DOING IN TERMS OF GETTING THE WORD OUT? I JUST WANT AN UPDATE ON THAT. THAT WOULD BE GREAT. THANK YOU.

JASON WEINSTEIN: SURE. I WISH I HAD LISA ON HERE.

CAROL KUESTER: JASON LET ME JUMP IN. THANK YOU FOR THE QUESTION. WE'RE BRIEFING THERESE TOMORROW ON SOME PRELIMINARY

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EVALUATION RESULTS ON THE PILOT. AND I DO NOT HAVE THE DATES OFF THE TOP OF MY HEAD SO I DON'T REALLY WANT TO GUESS AT THEM. WHAT I THINK, WHY DON'T WE DO THIS, BRING BACK TO THIS GROUP ANOTHER UPDATE ON CLIPPER START. I THINK WE HAD ONE JUST RECENTLY. BUT IT'S A LOT OF INFORMATION. IT IS A PROGRAM THAT'S GETTING A LOT OF POSITIVE ATTENTION AND SOLID PARTICIPATION. BUT YOU'RE RIGHT. IT'S A PILOT AND THERE ARE SOME QUESTIONS THAT NEEDS TO BE ANSWERED AS WE LOOK TO GIVING CONSIDERATION WHETHER TO EXTEND THAT PILOT. I SEE THERESE KIND OF LOOKING. ANYWAY, WE -- WE DO HAVE JUDIS SANTOS OTHER ANDS IN OUR PROGRAMMING DIVISION AND WORK, AND JUDIS IS HEADING UP THE EVALUATION, RIGOROUS EVALUATION UNDERWAY.

JASON WEINSTEIN: CURRENTLY, EXPIRES JUNE 2023, AND AS PART OF ALL THE WORK THAT CAROL JUST MENTIONED AND ALL THE MTC STAFF, THAT'S PART OF WHAT COMES NEXT.

ROBERT POWERS, CHAIR: THANK YOU JASON AND CAROL FOR RESPONDING TO THE QUESTION. CAROLYN?

CAROLYN M. GONOT: APRIL TOOK SOME OF WHAT I WAS GOING TO ASK IS FOR THE UPDATE ON THE CLIPPER SMART PROGRAM I APPRECIATE THAT. NEXT MEETING WOULD BE GREAT. THE OTHER QUESTION WHEN I LOOK AT CLIPPER SMART, WHEN I LOOK AT THE PERCENT OF THE CARD TRIPS TAKEN USING THE MOBILE CARD -- I WAS WONDERING BECAUSE

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IT'S LOWER WITH SOME OF THE LARGER BUS AGENCIES OR JUST GENERAL WITH BUS, SO, I WAS WONDERING -- AND PART OF IT IS THE MARKET THAT WE SERVE, AND SO I'M WONDERING, ARE THERE OTHER INITIATIVES WE'RE THINKING ABOUT TO BE ABLE TO SUPPORT THAT EFFORT MORE? TO INCREASE THAT AMOUNT? OF PEOPLE USING THE MOBILE CARD TRIPS? OR CAN WE FIND OUT WHY -- WHAT WOULD BE NEEDED TO ENCOURAGE?

JASON WEINSTEIN: WE CAN CERTAINLY LOOK INTO THAT. IT'S AN INTERESTING QUESTION. I THINK THAT, I DON'T KNOW IF THERE IS ANY CORRELATION TO, JUST, IN GENERAL, YOU KNOW, SOME BUS OPERATORS HAVE LOWER MARKET PENETRATION FOR CLIPPER THAN SOME OF THE FIXED RAILS, OR THAT TYPE OF THINGS, AND SOME MIGHT BE MAYBE MORE REGULAR USE, OR MAYBE A DISCOUNT. THERE ARE A WHOLE NUMBER OF THINGS BUT WE COULD CERTAINLY LOOK INTO THAT.

CAROLYN M. GONOT: YEAH, AND I JUST -- AND, ALSO, IS, YOU KNOW, IS CLIPPER EASILY, ACCESSIBLE, AS EASY FOR SOME BUS RIDERS AND BUS MODE? THERE'S SOME DIFFERENCE BETWEEN THE RIDER MARKET AND OTHER INITIATIVES AND CLIPPER OR SMART OR SOMETHING LIKE THAT.

JASON WEINSTEIN: I THINK -- I'M SORRY. I DIDN'T MEAN TO CUT YOU OFF.

CAROLYN M. GONOT: NO. I'M DONE.

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JASON WEINSTEIN: I THINK ED HAS SOME INFORMATION ON THE MOU.

EDWARD MENG: MEMBER GONOT AS PART OF THE MOU, WE AS STAFF TOOK A LOOK AT WHAT WE COULD DO BASED ON EACH AGENCY LEVEL AND REGION TO IMPROVE THE CLIPPER SHARE AND JUST SPECIFICALLY FOR CLIPPER START AND REMAINING KIND OF OTHER FARE METHODS AND HOW TO KIND OF CONVERT THEM TO CLIPPER. SO RIDERS CAN RECEIVE THE MAXIMUM DISCOUNT. THAT'S ONGOING PROGRESS, AND WE'LL MEET REGULARLY WITH YOUR STAFF TO DISCUSS THE PLANNING AND RETURN TO THE BOARD WITH INITIAL FINDINGS TO PRESENT TO BOARD MEMBERS.

CAROLYN M. GONOT: I THINK A LOT OF IT IS HAVING A CERTAIN AMOUNT OF MONEY AVAILABLE AT KNOW WHO TIME TO USE TO SPEND FOR TRANSPORTATION. THANKS.

CAROL KUESTER: I'LL ADD, TO PARTNER WITH THE COMMUNITY-BASED ORGANIZATION THEY'RE AWARE AND CAN PROMOTE THEIR CLIENT'S AND AVAILABILITY OF CLIPPER START TRANSIT DISCOUNT, SO THEY'RE INFORMED AND OUR INTERVENTION IS TO BRING THE RECOMMENDATION TO THE APRIL COMMISSION MEETING TO MAKE THE PROGRAM PERMANENT WITH MORE DETAILS THAT NEED TO BE WORKED OUT THAT IS LIKELY THE RECOMMENDATION. ONE OF THE CHALLENGES IS EDUCATING CUSTOMERS ABOUT HOW TO BEST ENGAGE WITH CLIPPER, AND WE DO

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FROM TIME TO TIME HAVE AMBASSADORS OUT AT STATIONS OR INTERACTING WITH RIDERS REALLY TO WALK THEM THROUGH HOW DO YOU ADD VALUE TO A MOBILE CLIPPER CARD AND IF YOU ARE OUT RIDING THE SYSTEM I'M SURE YOU SEE PEOPLE SAYING HOW DO I DO THIS, AND BEING COACHED BY FRIENDS IT IS A LITTLE BIT OF A LEARNING CURVE TO FIGURE OUT WHETHER IT'S PLASTER CARD, MOBILE CARD APP YOU KNOW, WHAT FORM THAT WORKS BEST FOR RIDERS. AND WE HAVE THE MULTI-LINGUAL GOING OUT TO THE COMMUNITY-BASED ORGANIZATIONS THAT KIND OF EDUCATES THE EDUCATORS ON THE FRONT LINES SO THAT CAN HELP SPREAD THE INFORMATION.

CAROLYN GONOT: WE WILL GET A PRESENTATION ON CLIPPER SMART BEFORE A RECOMMENDATION GOES TO THE BOARD, TO THE COMMISSION?

CAROL KUESTER: SURE. WE CAN BRING THAT BACK NEXT MONTH.

CAROLYN M. GONOT: THANK YOU.

ROBERT POWERS, CHAIR: CAN WE JUST -- I JUST WANT TO MAKE SURE I'M HEARING CORRECTLY. CAROLYN SAID CLIPPER START -- LET ME BE CLEAR YOU'RE TALKING ABOUT CLIPPER START?

CAROLYN M. GONOT: CAROL, YOU SAID YOU WERE GOING TO GO FORWARD TO THE COMMISSION TO RECOMMEND THE PROGRAM WOULD BE PERMANENT SO I WOULD JUST LIKE TO HAVE THAT.

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ROBERT POWERS, CHAIR: I'M WITH YOU ON THE CLIPPER START.

CAROL KUESTER: CLIPPER START, S-T-A-R-T. CAROLYN, I DON'T KNOW IF YOU ARE ASKING ABOUT A DIFFERENT KIND OF PROGRAM OR A DIFFERENT APPLICATION? I WOULD JUST ASSUME WE WERE BOTH TALKING ABOUT CLIPPER START.

CAROLYN M. GONOT: SAME THING. YOU'RE CORRECT.

ROBERT POWERS, CHAIR: I JUST WANT TO BE CLEAR THERE. I'M WITH CAROLYN ABOUT BRINGING THAT BACK HERE BEFORE WE GO TO THE COMMISSION WITH A RECOMMENDATION. THERE IS SOME TALK THAT I HAVE HEARD, AND I HAVE BEEN IN THESE DISCUSSIONS JUST GIVING YOU A HEADS UP THAT ABOUT THE FUTURE OF CLIPPER START, AND, SO, RIGHT NOW IT'S A 20% DISCOUNT. SO IF YOU ARE ON BART, EVERY FIFTH DAY IS FREE. THAT'S THE DISCOUNT, RIGHT? 20%?

CAROL KUESTER: IT DEPENDS ON THE OPERATOR, SOME ARE 20, SOME ARE 50.

ROBERT POWERS, CHAIR: SOME ARE 20. SOME ARE 50. I THINK THERE IS SOME DISCUSSION OF SOME THAT ARE 20 GOING TO 50? AND JUST -- IT WOULD BE GREAT TO SEE THE RECOMMENDATION GOING BACK TO THE CLIPPER BOARD -- WE'RE THE CLIPPER BOARD -- OR THE MTC

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COMMISSION AHEAD OF TIME SO WE CAN MAKE A RECOMMENDATION AND BE ON THE SAME PAGE THERE.

CAROL KUESTER: OKAY. LET ME JUST POINT ONE THING OUT. IT'S A LITTLE BIT OF A NUANCE AND AN ODDITY BUT WORTH THIS BOARD BEING AWARE OF. JUST TO BE CLEAR, WE, CLIPPER, ABSOLUTELY SUPPORT AND ARE IMPLEMENTING THE CLIPPER START PROGRAM. THE POLICY MAKING AND DECISION-MAKING AROUND THAT PROGRAM IS ACTUALLY HAPPENING OUTSIDE -- SORT OF, WITH OTHER POLICY FOLKS, HEADED UP IN A DIFFERENT GROUP FROM OUR CLIPPER TEAM IN CLOSE COORDINATION. SO, AKIN TO THE WAY THAT THE FARE COORDINATION SUBCOMMITTEE IS WORKING ON VARIOUS FARE POLICIES AND THEN IN COORDINATION WITH US AND THEN, SORT OF, HANDING THOSE OFF FOR IMPLEMENTATION, SO I WILL LIKELY BE ASKING COLLEAGUES FROM ANOTHER GROUP TO COME IN AND MAKE THAT PRESENTATION. JUST AS WE CONTINUE TO DEVELOP REGIONAL NETWORK MANAGER AND VARIOUS INITIATIVES I JUST WANTED TO, SORT OF, BE CLEAR ABOUT ROLES AND RESPONSIBILITIES.

ROBERT POWERS, CHAIR: SURELY.

CAROL KUESTER: HAPPY TO STEP UP BUT RIGHT NOW WE'RE COLLABORATING.

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ROBERT POWERS, CHAIR: YEP. I'M WITH YOU. I'M ALL RIGHT WITH THAT COLLABORATION WITH THAT. CHURCHILL?

BILL CHURCHILL: WHILE WE'RE ON THE SUBJECT, I THOUGHT OF THE REPORT WAS GREAT. THANK YOU VERY MUCH FOR THAT, VERY INFORMATIVE. IN TERMS OF CLIPPER START, MY UNDERSTANDING IS THERE WAS A CHURCH OF MONEY THAT WAS, SORT OF, FRONTED TO START THE PROGRAM, AND I THINK IT WAS BASED ON PRECOVID, SO, I GUESS AS PART OF THE REPORT, I WOULD BE CURIOUS TO KNOW, HAS THE RIDERSHIP REACHED WHAT WE EXPECTED OR PROJECTED BACK IN THE PRECOVID TIME? AND IF NOT, DOES THAT -- DID THAT GIVE US A LITTLE BIT MORE RUNWAY WITH THE FUNDING THAT WAS SET UP? AND THEN, ALSO, UNDERSTAND FIGURE WE MAKE IT PERMANENT, HOW ARE WE PAYING FOR IT? AND QUITE FRANKLY, WHEN I SAY THAT, YOU HAVE TO UNDERSTAND, I REALLY SUPPORT THE PROGRAM. IT'S CLEARLY A GREAT PROGRAM. BUT IT WOULD BE GOOD TO UNDERSTAND SOME OF THE FINANCIALS BEHIND IT. BUT AT LEAST I THINK I NEED TO A LITTLE BIT BETTER.

CAROL KUESTER: OKAY. WE'LL MAKE CLEAR THAT INTEREST.

BILL CHURCHILL: THANK YOU.

ROBERT POWERS, CHAIR: OKAY. ANY OTHER COMMENTS FOR JASON AND/OR CAROL? OKAY. MADAM CLERK, I'M NOT SEEING ANY DIRECTORS.

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I THINK WE'LL CLOSE 4A AND FOUR B AND MOVE TO AGENDA ITEM FIVE, AND THAT'S OUR EXECUTIVE DIRECTOR'S REPORT. CAROL? THE FLOOR IS ALL YOURS, MA'AM.

CAROL KUESTER: GREAT. WELL, THANK YOU. I GUESS, I JUST WANTED TO NOTE THAT THESE DISCUSSIONS ABOUT FARES AND FARE TYPES ARE, YOU KNOW, PART AND PARCEL, I AM SURE YOU'RE HEARING THEM TOO, TO THE WHOLE ROAD GETTING FOLKS BACK ON TRANSIT. I ATTENDED TRB EARLIER THIS MONTH THERE WAS A LOT OF DISCUSSION ABOUT FREE FARES, LOWERING FARES, AND, SORT OF, A LOT OF DEBATE TO THE EXTENT OF WHICH THAT IS EFFECTIVE AND GETTING RIDERS BACK ON TRADITION. I THINK WE ARE IN A LEADERSHIP ROLE WITH OUR CLIPPER START PROGRAM, HAVING A MEANS BASED PROGRAM SO LOTS OF FOLKS ARE WATCHING TO SEE HOW THAT'S GOING TO PAN OUT. AND JUST I'LL ALSO NOTE THAT CLIPPER STAFF PARTICIPATE IN AN ITS AMERICA WORKING GROUP ON AN UNFORTUNATELY BASIC MOBILITY WALLET CONCEPT WHICH IS, SORT OF, THE NOTION THAT SOMETHING LIKE A CLIPPER START PROGRAM COULD UNLOCK MAYBE TRANSPORTATION BENEFITS THAT ARE MULTI-MODAL NOT JUST TRANSIT. AND WITH THE IMPLEMENTATION OF C2 WE'LL BE WELL POSITIONED TO LEAD THE WAY ON THAT KIND OF INITIATIVE IF THAT'S WHAT WE CHOOSE TO DO. AND I THINK, OTHER THAN THAT, WE HAVE OUR WORK CUT OUT FOR US AS WE CONTINUE DOWN THE PATH TOWARD DEPLOY YOU THE CLIPPER NEXT GENERATION SYSTEM BUT IT'S VERY MUCH IN OUR SITES NOW AND

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WE'RE PLEASED HOW THE WORK IS PROCEEDING. AND WE'RE PLEASED THAT WE STILL HAVE AN ONGOING CARD SUPPLY. BACK TO YOU, CHAIR.

ROBERT POWERS, CHAIR: THANK YOU. AND I'M GOING TO INSERT -- OH, MS. MCMILLAN?

THERESE MCMILLAN: OH I JUST WANTED TO, YOU KNOW, THANK CAROL, SINCE THIS IS MY LAST CLIPPER BOARD MEETING, FOR THE COORDINATE WORK THAT SHE AND JASON AND JENNIFER AND EVERYONE ELSE DOES, YOU KNOW, WITH CLIPPER, AND JUST TO, YOU KNOW, WISH YOU ALL ENORMOUS LUCK AND SUCCESS, AND, YOU KNOW, THE URGING TO STICK WITH WHAT IS JUST A FOUNDATIONAL INVESTMENT FOR THIS REGION. YOU KNOW? CAROL SPOKE IMPORTANTLY ABOUT THE DISTINCTIONS, PERHAPS BETWEEN HOW, SORT OF, THE OVERALL BROADER GOVERNANCE WORKS IN THIS SPACE, BUT AT THE END OF THE DAY WITH REGIONAL NETWORK MANAGEMENT COMING FORWARD THAT ALL OF YOU ARE A PIECE OF TOO, THIS IS REALLY ABOUT KNITTING TOGETHER ALL OF THESE THREATS FOR THE BENEFIT OF THE CUSTOMER, AND CLIPPER TWO, AS, YOU KNOW, A HUGELY SIGNIFICANT MAJOR INVESTMENT THAT PROVIDES THIS FOUNDATION TO ALLOW CERTAIN POLICIES TO ACTUALLY BE CARRIED OUT IS JUST A BIG DEAL. AND, SO, YOU KNOW, THANK YOU, ALL FOR YOUR COMMITMENT TO SERVING ON THIS BOARD, AND OVERSEEING THE INTEGRITY OF SOMETHING THAT IS CRITICALLY IMPORTANT TO ALL OF OUR RIDERS. SO, THANKS.

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ROBERT POWERS, CHAIR: SO, I LITTLE -- I WAS -- WE WERE GOING TO BRING THIS TOPIC UP, EXECUTIVE DIRECTOR MCMILLAN. AND IT'S OKAY -- I WANTED TO -- I WAS GOING TO BRING IT UP AS PART OF THE EXECUTIVE DIRECTOR'S REPORT, HERE. THE -- YOU KNOW, I THINK, SINCE WE HAVE ALL KNOWN YOU, YOU HAVE -- THERE HAS BEEN SOME CONSTANT THEMES IN YOUR EFFORTS AND ONE HAS UNEQUIVOCALLY BEEN IMPROVING THE CUSTOMER EXPERIENCE AND HOPEFULLY LEADING TO MORE CUSTOMERS. IT'S -- THERE HAS BEEN NO TWO-WAYS ABOUT THAT. AND YOU KNOW, AS PART OF THAT IT'S BEEN, YOU KNOW, MTC'S UNDER YOUR LEADERSHIP COMMITMENT TO CLIPPER AND CLIPPER TWO AND STANDING FIRM ON THOSE COMMITMENTS, YOU KNOW, WHETHER IT WAS MODIFYING THE MOU THAT WE ALL HAD TO SIGN, AND ESTABLISHING THAT TO GET GOING ON THIS THING, IT'S JUST YOU HAVE BEEN REALLY CONSISTENT ON THAT AND YOUR LEADERSHIP EFFORT BRINGING ALL OF US ALONG WITH YOU, I CONTINUE TO LEARN FROM YOU, UNTIL THE DAY THAT YOU LEAVE OUT OF HERE, AND EVEN AFTER THAT I KNOW OUR FRIENDSHIP GOING TO CONTINUE, AND JUST YOUR GRACE, YOUR LEADERSHIP, YOUR THOUGHTFULNESS, FAR SURPASSES THAT OF MINE, AND I ALWAYS TRY TO LEARN FROM YOU, AND YOU KNOW, ALL THE BEST TO YOU. I KNOW WE ALL ON THIS CALL KNOW THIS IS YOUR LAST CLIPPER EXECUTIVE BOARD MEETING. AND I WANT TO PUT THAT MARKER DOWN AS PART OF THE EXECUTIVE DIRECTOR'S REPORT, NOT SPEAKING FOR THE EXECUTIVE DIRECTOR. AND I WANT TO PAUSE HERE FOR A SECOND MADAM CLERK AND SEE IF WE HAVE OTHER

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COMMITTEE MEMBERS THAT WANTED TO COMMENT ON THIS TOPIC? MEMBERS? WHY DON'T WE START WITH JOE. JOE?

JOE WIRE: THANK YOU VERY MUCH. AND, THERESE, WE WILL MISS YOU. THANK YOU. VERY NICE WORDS ABOUT THIS COMMITTEE. AND I WANT TO ADD ON MY BEHALF, AND DENIS'S, ALSO, I WAS VERY LUCKY TO GET THIS STRAW FOR YOUR LAST MEETING, BUT FOR YOUR STRONG SUPPORT ON PROGRAMS THAT WE MENTIONED LIKE CLIPPER START, FOR EXAMPLE, WHAT COMES TO MIND IS I CAME AT THE SAME TIME THAT YOU DID, AND WE'RE GOING TO BE REGIONALLY ORIENTED AND I REALLY APPRECIATE ALL YOUR SUPPORT, CLIPPER EXECUTIVE DIRECTOR R EXECUTIVE BOARD IN EARLIER ITERATION WAS A WAY BEING MORE REGIONALLY FOCUSED FOR CUSTOMERS IT WAS A GOOD STEP IN THE RIGHT DIRECTION, THANK YOU FOR TAKING THAT STEP THAT'S FANTASTIC, YOUR SUPPORT AND SITTING IN THE MTC SEAT, AND THANK YOU VERY MUCH FOR YOUR SUPPORT ON FASTRAK TOO, AND OUR WORKING TOGETHER IT'S BEEN A GREAT TIME WORKING WITH YOU. THANK YOU AND GOOD LUCK.

ROBERT POWERS, CHAIR: THANK YOU. THEN APRIL, AND TUMLIN.

APRIL CHAN: I WANT TO EXPRESS MY APPRECIATION FOR THERESE IT'S KIND OF UNFORTUNATE FOR ME THIS IS THE MEETING I'M VOTED IN OR NOMINATED AS VICE CHAIR, AND THIS IS THERESE'S LAST MEETING. I HAVE TO SAY HOW SPECIAL THERESE IS TO ME PERSONALLY, I WORKED

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WITH THERESE WHEN I WAS AT MTC MANY YEARS AGO SHE IS NOT JUST A COLLEAGUE SHE HAS BEEN MY TEACHER, MENTOR, MY ADVISER, AND SHE TAUGHT ME, WOULD SAY REGIONALISM, THAT'S KIND OF WHERE I PICKED THAT UP WHEN I WAS WORKING WITH MTC, INITIALLY WHEN I STARTED WORKING WITH THIS DISTRICT AT SAMTRANS SOMETIMES I AM TOLD I THINK TOO REGIONALLY. I NEED TO THINK MTC. I LEARNED FROM THE BEST THERESE, YOU HAVE BEEN A WONDERFUL LEADER, ESPECIALLY FOR WOMEN, AND I JUST WISH YOU THE BEST. THANK YOU.

ROBERT POWERS, CHAIR: THANKS APRIL. JEFF AND THEN MIKE?

JEFFREY TUMLIN: THERESE HAS BEEN THE MASTER MECHANIC FOR THE REGION'S MOST IMPORTANT BUREAUCRATIC MACHINE FOR A LONG TIME. I HAVE TOLD HER THIS BEFORE AND I HAVE BEEN SO GRATEFUL FOR ALL THE WAYS THAT IN WHICH SHE HAS USED THE TOOLS OF GOVERNMENT TO UPHOLD THE PUBLIC AND I'M PARTICULARLY GRATEFUL FOR THE WAY THAT THERESE HAS HELPED ME AND A HANDFUL OF PEOPLE.

ROBERT POWERS, CHAIR: HURSH?

MICHAEL HURSH: WE WOULD BE OUT OF BUSINESS IF NOT FOR THERESE'S LEADERSHIP. AND WHAT COULD HAVE BEEN A VERY CONTENTIOUS PROJECT TO ALLOCATE FUNDS TO KEEP US ALL ALIVE WAS HANDLED PROFESSIONALLY, URGENTLY, TRANSPARENTLY, IT'S A HELL

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OF A JOB TO BE THE MTC EXECUTIVE DIRECTOR BUT WHEN YOU THROW IN THIS SPECIAL FUN THING WE CALLED A PANDEMIC, I JUST WANT TO SAY THANK YOU ON BEHALF OF ALL OF THE MILLIONS OF RIDERS THAT WITHOUT YOUR LEADERSHIP WOULD HAVE SUFFERED EVEN MORE THROUGH THESE DIFFICULT TIMES. THANK YOU FOR BEING AN AC TRANSIT CUSTOMER AND I HOPE YOU ENJOY MANY YEARS OF THE FRUITS OF THE TRANSPORTATION SYSTEM THAT YOU HAVE HELPED TO BUILD. THANK YOU.

ROBERT POWERS, CHAIR: THANKS MIKE. CAROLYN?

CAROLYN M. GONOT: THERESE AND I WORKED TOGETHER FOR A VERY LONG TIME THROUGH HER VARIOUS ROLES THAT SHE HAS HELD AT THE COMMISSION AND MY ROLES AT VTA WE SOMEWHAT GREW UP TOGETHER BUT SHE WAS ALWAYS SLIGHTLY AHEAD OF ME. BUT, ANYWAY, I WHAT I HAVE REALLY WORKED WELL WITH THERESE FOR MANY YEARS AND THERESE WHAT YOU BRING TO IT IS YOU RESPECT THE ROLES THAT EACH OF US HAVE, WHAT WE'RE TRYING TO ACCOMPLISH, BUT WE'RE STILL ABLE TO TAKE ADVANTAGE OF THE OPPORTUNITIES TOGETHER TO BE A BETTER REGION AND TO REALLY, NOT JUST TRANSIT -- I KNOW THIS ABOUT TRANSIT, BUT TRANSPORTATION FOR ALL, THROUGHOUT THE REGION HAS BEEN IMPORTANT AND I THINK YOU HAVE ALWAYS HAD THAT AT HEART HELPING ALL EVER US KNOWING WHAT WE'RE DOING IN EACH OF OUR ROLES AND HOW WE NEED TO GET THERE, APPRECIATE THAT. THERESE YOU HAVE BEEN A GREAT LEADER FOR THE OVERALL REGION

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AND A GREAT SPOKESPERSON FOR TRANSPORTATION FOR THE BAY AREA. THANKS.

ROBERT POWERS, CHAIR: BILL?

BILL CHURCHILL: THERESE IT'S BEEN AN HONOR TO WORK WITH WITHIN THE GENERAL MANAGER AND WITHIN THIS BAY AREA WITH YOU. AS A NEW GM AND COMING INTO THE END OF THE PANDEMIC IT WAS STRESSFUL AND DIFFICULT AND CHALLENGING ON SO MANY DIFFERENT FRONTS. AND MICHAEL HURSCH HIT THE NAIL ON THE HEAD WHEN WE SAID ONE OF THE MOST DIFFICULT AND CHALLENGING TIMES WE HAVE EVER FACED AND, TRULY, YOU WERE AT THE HELM KEEPING US ALL SAFE, KEEPING TRANSIT RUNNING, ALLOWING THE ESSENTIAL WORKERS TO GET TO WHERE THEY NEEDED TO GO, SUPPORTING THE ECONOMY AT THIS ENTIRE BAY AREA, AND I APPRECIATE THE WAY IN WHICH YOU LEAD AND THE WAY I WAS WELCOMED INTO YOUR STAFF AND SUPPORTED IMMEDIATELY. AND THAT SAYS A LOT ABOUT WHO YOU ARE AND THE WAY YOU RUN THINGS. I JUST WANT TO EXPRESS MY APPRECIATION AND THANK YOU FOR THAT.

ROBERT POWERS, CHAIR: OKAY. MADAM CLERK, IS THAT -- ARE THERE OTHER HAND UP THAT I CAN'T SEE HERE?

CLERK, WALLY CHARLES: YES. MEMBER BOUCHARD?

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ROBERT POWERS, CHAIR: AH, MICHELLE, I DIDN'T SEE YOU UP THERE, MA'AM. GO RIGHT AHEAD. MICHELLE, I THINK YOU ARE MUTED, MA'AM.

MICHELLE BOUCHARD: OKAY. CAN YOU HEAR ME NOW? OKAY. I KIND OF BROKE MY WAY INTO THE CLIPPER EXECUTIVE BOARD MEETING WHILE WAITING FOR FARE INTEGRATION. I JUST REALLY DID WANT TO TAKE THE OPPORTUNITY, THERESE, TO THANK YOU SO MUCH. THROUGHOUT MY CAREER, I HAVE BEEN HEARING ABOUT THERESE MCMILLAN, BUT FINALLY IN THESE LAST COUPLE OF YEARS HAVE GOTTEN THE CHANCE TO MEET AND YOU WORK WITH YOU. I HAVE ALWAYS APPRECIATED YOUR CANDOR, AND AS BILL SAYS, REALLY APPRECIATE HOW YOU IMMEDIATELY DEALT WITH ME AS PART OF THE TEAM, DURING A REALLY DIFFICULT TIME. I WISH YOU THE BEST, AND WE'RE GOING TO MISS YOU SO MUCH. THANK YOU.

ROBERT POWERS, CHAIR: THANKS MICHELLE. OKAY, MADAM CLERK, I THINK -- YOU KNOW, THERESE, I'M GOING TO TURN IT BACK, AGAIN, EXECUTIVE DIRECTOR -- WITH THE CLIPPER EXECUTIVE BOARD -- WHATEVER I AM DISH DEPARTMENT TO TURN IT BACK TO YOU IF YOU WANT TO SAY A FEW WORDS? GO AHEAD.

THERESE MCMILLAN: SURE. JUST THE GRATITUDE THAT I FEEL FOR ALL OF YOU IS REALLY HEARTFELT. YOU KNOW, I HAVE BEEN GETTING A LOT OF THESE ACCOLADES ABOUT MY ROLE, WHICH I COMPLETELY APPRECIATE, BUT I HAVE ALWAYS SAID, I HAD THE PRIVILEGE TO

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LEAD A TEAM. THIS WAS NOT -- YOU KNOW, IT'S NEVER SOMETHING THAT YOU DO BY YOURSELF, EVER, EVER, EVER. AND IF YOU ARE SUCCESSFUL, YOU -- AND I'LL LOOK AT LAST NIGHT, WRITE OUT WHAT AM I GOING TO SAY AT MY LAST COMMISSION MEETING ON WEDNESDAY -- YOU'RE KIND OF GETTING A PREVIEW. IT'S THE IDEA THAT THE BEST LEADERS INSPIRE. THEY DON'T COMMAND OTHERS TO DO WORK. AND THAT THE TEAM THAT YOU LEAD IS REALLY, YOU KNOW, A GIFT, AND YOU NEED TO STEP INTO THE ROLE OF MAXIMIZING WHAT THAT TEAM CAN DO. I REALLY HOPE I HAVE DONE THAT. AND, AGAIN, IT'S BEEN INTERESTING, IN AS MANY OF YOU HAVE POINTED OUT, AS SOME WOULD SAY THE WORST OF TIMES IS WHEN YOU CAN DEVELOP A COLLECTIVE VISION, BECAUSE SO MUCH IS AT STAKE, AND I THINK WE DID THAT AT A TIME THAT DEMANDED IT, AND WE ROSE TO THE CHALLENGE, YOU KNOW, AS I TEAM, AS A COLLECTIVE, AS A GROUP OF COLLEAGUES COMMITTED TO THE PUBLIC INTEREST. AND I HAVE BEEN REALLY LUCKY, AND I REALLY THANK YOU FOR BEING PART OF THAT. SO, I'LL MISS YOU ALL. THANKS.

ROBERT POWERS, CHAIR: THANKS, EXECUTIVE DIRECTOR MCMILLAN. OKAY. MADAM CLERK, WHY DON'T WE MOVE TO AGENDA ITEM NUMBER SIX. AND ARE THERE ANY PUBLIC COMMENTS RECEIVED, WRITTEN OR REALTIME?

CLERK, WALLY CHARLES: THERE WAS NO PUBLIC COMMENT RECEIVED IN WRITING, BUT WE HAVE ONE PUBLIC COMMENT WITH THE HAND RAISED.

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ALETA DUPREE? I'M GOING TO PUT UP THE TIMER. ALETA, ARE YOU READY?

SPEAKER: YES. THANKS AGAIN, CHAIR BOB POWERS. ALETA DUPREE, FOR THE RECORD, SHE AND HER. GOOD MEETING TODAY. I GOT TO MEET THERESE DURING LUNCH RECENTLY AT THE MTC BUILDING. THERESE, I HOPE WE CAN HEAR MORE FROM YOU AS YOU GO AND ENJOY YOUR RETIREMENT. AND I NEED MY CLOCK HERE. I WAS JUST ON THE SYSTEM THIS WEEKEND, AND I FLEW HOME LAST NIGHT USING MY MOBILE CLIPPER CARD. IT'S VERY USEFUL. AUTOMATICALLY LOADS FARE WHEN I GET BELOW $10. AND I'M HOPING THAT WE CAN REALLY GET OUR CLIPPER TWO GOING. I LIKE THE IDEA OF OPEN PAYMENT. BECAUSE PEOPLE OFTEN WORRY ABOUT WHAT THEY CALL ORPHAN BALANCES, AND I HAVE SOME ORPHAN BALANCES AROUND THE COUNTRY, WITH DIFFERENT THINGS, AND IT'S NOT A LOT. BUT SOMEHOW PEOPLE GET IRRITATED OR MICRO-AGRESSED BY THEM; I DON'T THINK THEY SHOULD. IT'S ANOTHER TYPE OF SAVINGS ACCOUNT. BUT THERE ARE A NUMBER OF PEOPLE WHO USE TRANSIT SYSTEMS DISCRIMINATELY. AND SO THE OPEN PAYMENTS WILL HELP ELIMINATE THAT CONCERN ABOUT THE OPEN BALANCES. I THINK THERE IS A LOT THAT WE CAN SHOW THE WORLD WITH CLIPPER. I ASK MYSELF, HOW DO YOU DO OPEN PAYMENTS IN GRAND CENTRAL TERMINAL, WHICH IS LOCATED IN NEW YORK CITY. WHEN THEY OPEN THE NEW GRAND CENTER MADISON, I THINK THEY WILL HAVE 52 OPEN PLATFORM PAYMENT SYSTEMS HOW DO YOU DO THAT WITH OPEN PAYMENT? IT'S DOABLE. I LIKE THE IDEA OF NOT HAVING METRO

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CARD STORIES IN NEW YORK. HOW CAN WE DO IT HERE AND GET PEOPLE INVOLVED?

CLERK, WALLY CHARLES: THANK YOU. THERE IS NO OTHER PUBLIC COMMITTEES.

ROBERT POWERS, CHAIR: OKAY. THANK YOU, MADAM CLERK. AND IF I'M ACCURATE HERE, I THINK THAT BRINGS US TO AGENDA ITEM NUMBER SEVEN, WHICH IS ADJOURNMENT AND THE NEXT MEETING. AND CAROL, IT LOOKS LIKE OUR NEXT MEETING IS FEBRUARY 27TH. IS THAT STILL ACCURATE? OKAY. ALL RIGHTY. THEN THIS MEETING IS ADJOURNED. AND WE WILL SEE EVERYBODY ON MONDAY FEBRUARY 27TH AT 1:30 AND, MADAM CLERK, JUST FOR MY OWN EDUCATION, ARE WE STAYING ON THIS ZOOM LINK FOR FARE INTEGRATION? IS THAT THE THEORY?

CLERK, WALLY CHARLES: YES. WE ARE. THE BROADCASTING TEAM WILL LET US KNOW WHEN WE'RE LIVE FOR THE NEXT MEETING.

ROBERT POWERS, CHAIR: OKAY. THANK YOU SO MUCH, WALLY.
[ADJOURNED]

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