

1	METROPOLITAN TRANSPORTATION COMMISSION
2	ADMINISTRATION COMMITTEE
3	WEDNESDAY, MAY 14, 2025 9:40 AM
4 5	[Meeting will begin shortly]
6	
7	chair, gina papan: good morning my name is gina papan. I am
8	the chair of the admin committee here with my vice chair,
9	manfree. I would like to call the mtc administration committee
10	to order. This meeting is webcast on the mtc web site
11	commissioners and members of the public participating zeaea
12	zoom is wishing to speak should use the raised hand feature or
13	dial is star nine and you will be called upon at the
14	appropriate time. We'll start with roll call please.
15	
16	board clerk: chair papan?
17	
18	chair, gina papan: here.
19	
20	board clerk: manfree? Abe-koga?
21	
22	margaret abe-koga: here.
23	
24	board clerk: non-voting el-tawansy is not at the dais.
25	Fleming?



```
1
2
   victoria fleming: here.
3
   board clerk: melgar? Miley is currently not at the dais.
4
5
    Commissioner ramos?
6
7
    chair, belia ramos: here.
8
9
   board clerk: non-voting commissioner schaff? We have a quorum.
10
11
    chair, gina papan: we're on a roll agenda item two consent
    calendar includes items 2a through 2I. Any commissioners that
12
    would like to pull an item from consent? Not seeing any. Do I
13
    have a motion and second to approve the consent calendar?
14
15
16
    speaker: I'll move to approve the consent calendar.
17
18
   margaret abe-koga: second.
19
    chair, gina papan: thank you. Thank you very much. Do we have
20
21
    public comment on consent?
22
23
   board clerk: no written correspondence received no one in the
    boardroom wishing to speak and no one in the zoom space.
24
25
```



```
1
    chair, gina papan: all right excellent. Roll call please.
2
3
    board clerk: chair papan?
4
5
    chair, gina papan: yes.
6
    board clerk: vice CHAIRMAN Free?
7
8
9
    v. Chair, amber manfree: aye.
10
11
    board clerk: commission are abe-koga?
12
13
    margaret abe-koga: aye.
14
    board clerk: fleming?
15
16
    victoria fleming: yes.
17
18
19
    board clerk: melgar? Miley? Ramos?
20
    chair, belia ramos: yes.
21
22
23
    board clerk: motion passes unanimously by all members present.
24
```

MAY 14, 2025

chair, gina papan: excellent. Item three a enterprise resource planning program update and purchase order amendment. The enterprise resource planning strategic advisory services and implementation support salom, inc. For two nick? speaker: good morning chair papan and members of the

administration committee I'm going to give a brief update and do my best to balance brevity with context given we have some new members given the conversation we had JUNE 2024 about this particular project. I will impression that we do have an item for approval that will come after this it's an expected and budgeted item.

13

14 chair, gina papan: my favorite word.

15

16 **speaker:** that's what I thought. Next slide, please. So, erp is the enterprise resource planning system. It is something that 17 18 is somewhat of a new concept to mtc. We have been working off of 20-some-year-old system for our financial and other needs 19 and we also have a number of other systems that have been 20 21 bolted together given all changes that have gone on with mtc over the last 20 plus years. So just in short in the erp 22 system is a software application that integrates and stream 23 lines various business processes including finance hr and 24 procurement it also provides centralized view of the 25

> This transcript was prepared from television closed captioning and is not certified for its form or content. Errors and omissions within this transcript have likely occurred. This document is provided as a convenience only and is not an official record of any action taken.

MAY 14, 2025

organization's operations and data and most importantly acts 1 as a single source of traps parent truth. We can go ahead to 2 3 the next slide, please. Nick I'm not going to go through this eye chart, the point is we have a lot of systems that do a lot 4 5 of different things most of those systems will be integrated into the oracle erp system that we are currently putting in. 6 You can kind of see from this, we talked about where we are 7 8 and where we're going. So that's really for your own information. This was a slide that we used initially back in 9 JUNE when we went for the system integrator and software 10 purchases. Next slide. I'm okay with plagiarism in some cases 11 we borrowed format from the clipper program and decided it 12 would be best to show you that the project we're working on 13 has some key accomplishments, toward the bottom of this you 14 see lots of things we're working on, data migration, talking 15 16 about how we're going to train people to use this, and making sure that we have an in-depth plan to make sure that the 17 people piece of this is taken care of and then also looking at 18 all the different changes that we're dealing with. The other 19 part that I will mention that is probably the most important 20 part is we're actually configuring the oracle software as we 21 22 speak. And we're starting to see where the product will actually work for us. So this is really one of those proof is 23 in the pudding moments for us, we're in the thick of t 24 speaking of in the thick of it, let's go to the next slide. 25

> This transcript was prepared from television closed captioning and is not certified for its form or content. Errors and omissions within this transcript have likely occurred. This document is provided as a convenience only and is not an official record of any action taken.

MAY 14, 2025

This is the project roadmap and if you look at phase 2a, 1 that's the top set of bars. Finance core hr procurement and 2 projects and grants are all in phase 2a, that's the big stuff. 3 You notice where the red line s just about in the middle of 4 5 that configure and confirm stage that means we're truly in the thick of it, we're in the hardest part of this project right 6 now, I can tell you staff is feeling it. I'm feeling it. The 7 8 good news, the project is going okay. For those of you who have done these types of projects okay actually means great 9 these are really hard, hard types of projects and the fact 10 11 that we're taking so much data from different systems and putting into a single system and it's going okay that's 12 actually good news. Let's go ahead to the next slide. All 13 right. The important part. Right? So, just to give you an idea 14 15 where we are on the spend of this project. So, the original 16 capital project budget was approved as part of the budget process of fiscal year '24/'25 which we're in and come to ing 17 18 to the end of, action item falls under strategy and change management consulting item that is a yearly item that we bring 19 as a part of this project. We do not bring a multi-year 20 agreement on that particular item because we don't always know 21 exactly what we need until we get to that -- the lead up to 22 that fiscal year but you can see that there is capacity within 23 that line item so we're on budget at this time. I'm going to 24 make an asterisk statement to the budget. As with any type of 25

MAY 14, 2025

remodels, whether they're software projects or your home 1 2 kitchen, there are places where you do find where you say, you 3 know what, there are other things we can do that would make things even more efficient. So, why I bring that to you is as 4 5 we go along, I suspect that we are going to have items that are beyond this budget that, we will bring forward as separate 6 projects that, we will have discussions about, that they will 7 8 be specifically related to the work we're doing at erp, I want to be clearly we're not saying that it's in scope of the 9 current budget. These are items that are out of scope but I 10 also want to be transparent because if I bring an item to you 11 in, say, 6 to 9 months and you say wait a minute here, oh, 12 hold o we have the erp project, what happened. Nothing has 13 happened as far as this project, what we are talking about, 14 15 however, is the fact that there are other opportunity that 16 we're seeing that we are considering them very carefully. And 17 I'm going to give you two examples to make this a little bit sticky. So there are analytics programs that allow you to 18 forecast and understand what long-term budgeting looks like, 19 not part of the core erp system. There is also case management 20 in our hr system which is how you deal with people, not the 21 dollars. Other things that, that's another piece that we're 22 looking at right now. MAY or MAY not bring them forward. We 23 have to do our internal analysis but I do want to bring that 24 forward so there are no surprises as we give updates going 25

> This transcript was prepared from television closed captioning and is not certified for its form or content. Errors and omissions within this transcript have likely occurred. This document is provided as a convenience only and is not an official record of any action taken.

MAY 14, 2025

forward and we continue to bring updates to this group and we committed to that back in JUNE of last year and we will continue that just like we're doing today. I believe that's the last slide and that does conclude my report. I'm here for questions and then of course we do have the item for approval.

chair, gina papan: first off, I just love the way you did 7 8 that. We [Laughter] We have been very clear this has been a big contract. And many of us up here have had really big 9 contracts and you get into them and things go wrong and nick 10 11 is being transparent here that's what we want to know we upon want to know not just going to spend money, what goes wrong 12 and people keep going with the wrong thing doing a great job 13 nick thank you very much that was simple and clear I greatly 14 15 appreciate it and I can see this is a key point for everybody 16 and I appreciate how everybody is working so very hard, the ultimate goal is that we will be more efficient absolutely 17 18 everything we do it will be simplified and we will not have departments clashing over different ways of doing things 19 around here hopefully save money. Any questions? 20

21

speaker: good job. This stuff, to people on the outside, seems really boring but if you don't do it right it can kill you as an organization. So, thank you. My question was are there any



aspects of the agency that are excluded from this? This will 1 include, bahfa bayren, everything, all staff. 2 3 nick roethel: we have a massive steering group that involves 4 5 every section, key points we recognize and realize working on the fact that in the past we have a financial system now we 6 have an enterprise system and we have ensured that we are 7 8 capturing the agency's needs and the agency as I whole we'll 9 own the system. 10 11 chair, gina papan: any other commissioners? Can we get a motion? 12 13 14 speaker: so moved. 15 16 chair, gina papan: commissioner melgar. 17 18 victoria fleming: second fleming. 19 chair, gina papan: second fleming. Any communications from the 20 21 public. 22 23 board clerk: no written correspondence received. We do have 24 one member of the public in the zoom space. How much time would you like to provide? 25



1 2 chair, gina papan: two minutes. 3 board clerk: sounds good. Roland lebrun. If you can please 4 5 unmute yourself. Your time begins now. 6 speaker: thank you chair gina papan. My remarks are going to 7 8 be very brief. Please allow me to preface what I'm about to say. I'm a retired software engineer with a background in --9 [Indiscernible] Transforming non-relational databases, 10 application databases, when I hear oracle, and --11 [Indiscernible] Subject matter experts in the same sentence, I 12 get really, really nervous. And I hope and pray that some of 13 these subject matter expertise currently resides in-house, who 14 15 will be in the future. And that concludes my remarks. Thank 16 you. 17 chair, gina papan: thank you to the speaker. Any further 18 19 comments? 20 21 board clerk: no further comment in the zoom space and no one in the boardroom wishing to speak. 22 23 chair, gina papan: excellent. And to the speaker, the -- yes, 24 many people here were very nervous as well, and that's why we 25

MAY 14, 2025

1 have encouraged complete utter transparency and open lines of communication, no matter what happens. Good, bad, or 2 indifferent here. So, that's where we're headed. We have a 3 motion and second. Roll call, please. 4 5 board clerk: thank you chair papan. 6 7 8 chair, gina papan: yes. 9 board clerk: vice CHAIRMAN Free? 10 11 v. Chair, amber manfree: yes abe-koga? 12 13 margaret abe-koga: aye. 14 15 16 board clerk: fleming in. 17 18 victoria fleming: yes. 19 board clerk: melgar? Miley? 20 21 22 nathan miley: yes. 23 board clerk: ramos? 24 25



1	chair, belia ramos: yes.
2	
3	board clerk: motion passes unanimously by all members present.
4	
5	chair, gina papan: fantastic. Okay. Is that it here? Let's
6	see.
7	
8	speaker: chair, we have kelly go here. She is our technology
9	services director. I would like to introduce you all to her.
10	
11	chair, gina papan: hello.
12	
13	speaker: hello good morning commissioner papan. Good morning
14	commissioners. My name is kelly go, director of technology
15	services and I'm here to request a committee approval for two
16	actions to enter into a purchase order with slalom, llc for
17	technical salesforce integration and administration services
18	and second to executa an amendment with carousel technology
19	annual renewal of salesforce licenses by way of background the
20	mtc salesforce platform currently supports several critical
21	systems including fastrak case installation and management
22	system related services such as clipper start application
23	regional transfer transit connection or rtc discount card
24	intake and expressway and start application bay area payment
25	plan application and lastly the mtc abag contact center and

MAY 14, 2025

mtc internal help-desk system these salesforce powered systems 1 are essential to delivering high quality responsive and 2 3 accessible services to bay area residents. They enable efficient case management and streamlined customer 4 5 communications, ensure timely processing and support cross agency coordination. As public-facing digital tools, they play 6 a pivotal role in improving user experience, maintaining 7 8 operational transparency and fulfilling regional transportation goals. Ongoing support, integration, and 9 license renewals are necessary to sustain and enhance these 10 mission critical services. And thank you for your time, and 11 I'm here for any questions. 12

13

14 chair, gina papan: okay. Commissioners? I do have a question. 15 Because you stepped right into what I have been asking for 16 here. Where are we on the clipper2? And I think we would 17 benefit from an update on that. Everybody is pointing fingers. 18 I love that. Because we have -- there is a lot of rumors going 19 around so now that this has been brought up in my committee 12 I'm going to ask.

21

22 alix bockelman: thank you chair. Alix bockelman chief 23 executive director many commissioners, on friday at the 24 regional network management committee was an update on the 25 next generation clipper schedule. So we can certainly get that

MAY 14, 2025

1 out to everyone. It was posted on our web site. It is a 2 complex project and we're wanting to make sure that when it's 3 delivered, it's delivered in a responsible way to all of the 4 people in the bay area that love their clipper system. So, 5 right now, the schedule is calling for JULY roll out of the 6 customer transition. So, we can send you all more information 7 on the background.

8

chair, gina papan: I think that would be greatly appreciated 9 by many of us. But I'm going to hold that thought for the 10 11 future. But maybe this committee, since we're doling out some money here, would like to hear that if they were not a part of 12 that. Don't have to go there now, but now that I have my 13 little foot in the door, I'm going to keep it there. So, 14 15 because this is important to many of us here. Let me just say, 16 the rumors we have been hearing, not being on those committees, is it's delayed again, it's not going it happen. 17 And that's just not something we want to hear. So what alix 18 said here seems exciting. I look forward to receiving that 19 presentation. So any further questions by -- yes, ramos? Okay. 20 21 No other commissioner comments. Any comments from the public? 22

23 board clerk: no public comment received. No written 24 correspondence received, no one in the zoom space and no one 25 in the boardroom wishing to speak.

> This transcript was prepared from television closed captioning and is not certified for its form or content. Errors and omissions within this transcript have likely occurred. This document is provided as a convenience only and is not an official record of any action taken.

MAY 14, 2025

1 chair, gina papan: looking for a motion for item 3b purchase 2 order for the shalom, llc, 1,563,000 and a purchase order 3 amendment to karisoft technology corp for 559,000. Don't all 4 5 jump at once. Can we get a motion? Hello? Anybody want to make a motion? 6 7 8 speaker: sure, I'll --9 chair, gina papan: thank you MISS Fleming. 10 11 speaker: I'll second. 12 13 chair, gina papan: there we go. Did we say public comments on 14 this judge we did. Roll call. 15 16 17 board clerk: papan. 18 19 chair, gina papan: yes. 20 board clerk: manfree. 21 22 23 v. Chair, amber manfree: aye. 24 board clerk: abe-koga. 25



```
1
2
    margaret abe-koga: aye.
3
    board clerk: fleming?
4
5
    victoria fleming: yesmelgar? Miley?
6
7
8
    nathan miley: yes.
9
    board clerk: ramos?
10
11
    chair, belia ramos:
12
13
    board clerk: motion passes unanimously by all members present.
14
15
16
    chair, gina papan: thank you we're item there. Public.
17
18
    board clerk: aleta dupree how much time would you like to
19
    provide?
20
    chair, gina papan: two minutes.
21
22
23
    board clerk: please begin.
24
```

speaker: thank you chair papan. Aleta dupree for the record 1 she and her with team folds wish I could be with you in-person 2 3 today maybe next time. I talk about the general ideals of administration it's easy with all the things that mtc does and 4 5 mtc does lots of good things. Lots of big bold concepts, and ideas, and I love big ideas and concepts, et cetera. But, 6 really, the heart of what we do at mtc is we administer 7 8 things. Things like clipper and bata bridges. Lots of other programs. And I ask all of you to remember the importance of 9 administration and not just here at mtc, but in your daily 10 11 lives as I do, to have that mindset of being steeped in administration. I did hear mention about clipper. And I go to 12 their meetings probably more than anybody. And the clipper 13 executive director is going to be having a meeting, I think 14 15 this coming monday. I would encourage you to come to the 16 meeting, listen to it on zoom, or write a letter, or maybe even speak. Get your two minutes just like I do in public 17 18 comment. Because clipper2 is a program that we administer. We have administrators who need that program. Because it's a very 19 challenging program. And it's a program that I enjoy very 20 much. Just to let you know I'm a big fan of mtc always have 21 22 always will. Because it is, in one reason, in part because mtc 23 administers things to help me with my day. Thank you.

24

METROPOLITAN TRANSPORTATION

Meeting Transcript

COMMISSION

MAY 14, 2025

chair, gina papan: thank you very much that. Concludes public comment. Moving to item five everybody's favorite adjournment. The next meeting of the admin committee will be held on wednesday JUNE 11th at 9:40 P.M. At the bay area metro center 375 beale street san francisco. Any changes to the schedule will be duly noticed to

7

This transcript was prepared from television closed captioning and is not certified for its form or content. Errors and omissions within this transcript have likely occurred.<u>This document is provided as a convenience</u> only and is not an official record of any action taken.

