METROPOLITAN TRANSPORTATION COMMISSION Meeting Transcript



| 1 | CLIPPER EXECUTIVE BOARD |
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| 2 | MONDAY, JULY 28, 2025, 1:00 PM |
| 3 | |
| 4 | |
| 5 | CHAIR, ROBERT POWERS: I WOULD LIKE TO CALL THIS MEETING OF THE |
| 6 | CLIPPER EXECUTIVE BOARD TO ORDER. THIS MEETING IS BEING |
| 7 | WEBCAST ON THE MTC WEB SITE. COUNCIL MEMBERS AND MEMBERS OF |
| 8 | THE PUBLIC PARTICIPATING BY ZOOM AND WISHING TO SPEAK SHOULD |
| 9 | USE THE RAISED HAND FEATURE OR DIAL STAR NINE AND I WILL CALL |
| 10 | UPON THEM AT THE APPROPRIATE TIME. ALL TELECONFERENCE |
| 11 | ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR |
| 12 | PHONE NUMBER. WITH THAT MADAM CLERK, LET US MOVE TO AGENDA |
| 13 | ITEM NUMBER ONE AND SEE IF WE HAVE A QUORUM CAN GET START ON |
| 14 | THIS MEETING. |
| 15 | |
| 16 | CLERK, WALLY CHARLES: POWERS? |
| 17 | |
| 18 | CHAIR, ROBERT POWERS: HERE. |
| 19 | |
| 20 | CLERK, WALLY CHARLES: CHAN? |
| 21 | |
| 22 | V. CHAIR, APRIL CHAN: HERE. |
| 23 | |
| 24 | CLERK, WALLY CHARLES: BOCKELMAN? |



| 1 | ALIX BOCKELMAN: HERE. |
|----|--|
| 2 | |
| 3 | CLERK, WALLY CHARLES: RICHARDSON FOR GONOT? |
| 4 | |
| 5 | GREG RICHARDSON: HERE. |
| 6 | |
| 7 | CLERK, WALLY CHARLES: LLAMAS? |
| 8 | |
| 9 | SALVADOR LLAMAS: HERE. |
| 10 | |
| 11 | CLERK, WALLY CHARLES: WEGENER? |
| 12 | |
| 13 | CHRISTY WEGENER: HERE. |
| 14 | |
| 15 | CLERK, WALLY CHARLES: WE HAVE QUORUM. |
| 16 | |
| 17 | CHAIR, ROBERT POWERS: THANK YOU. COUNCIL NUMBERS AGENDA ITEM |
| 18 | NUMBER TWO IS OUR CONSENT CALENDAR. ACTION ITEM IN FRONT OF |
| 19 | YOU, LET ME SEE IF WE HAVE A MOTION AND A SECOND? |
| 20 | |
| 21 | DENIS MULLIGAN: SO MOVED. |
| 22 | |
| 23 | SPEAKER: SECOND. |
| 24 | |
| 25 | CHAIR, ROBERT POWERS: OKAY. WE HAVE A MOTION AND A SECOND. |



MADAM CLERK, PUBLIC COMMENT ON THE CONSENT CALENDAR, EITHER 1 2 VIRTUAL OR IN THE BUILDING? 3 CLERK, WALLY CHARLES: YES, WE HAVE ONE SPEAKER ONLINE. ADINA 4 5 LEVIN. TWO MINUTES, CHAIR POWERS? 6 7 CHAIR, ROBERT POWERS: YES. SORRY. YES. TWO MINUTES PER SPEAKER 8 THROUGHOUT THE MEETING, MADAM CLERK. 9 CLERK, WALLY CHARLES: OKAY. 10 11 12 SPEAKER: ALL RIGHT. HELLO. ADINA LEVIN, CHAIR OF THE REGIONAL 13 NETWORK MAX CUSTOMER ADVISORY GROUP ON THIS ITEM SPEAKING FOR MYSELF AND ALSO AFFILIATED WITH SEAMLESS BAY AREA, A COUPLE OF 14 COMMENTS ON THE CONSENT CALENDAR, I NOTICED TWO THINGS ON 15 DIFFERENT ITEMS IN THAT CONSENT CALENDAR ONE IS PROPOSED 16 REDUCTION IN MONTHLY PAYMENTS TO CUBIC BECAUSE OF THE DELAY IN 17 THE RELEASE DATE OF CLIPPER2 AND GLAD TO SEE THAT NEGOTIATION 18 ON THE PAYMENT GIVEN THE COSTLINESS TO BAY AREA TRANSIT ON THE 19 CURRENT AND ANY INCREMENTAL DELAY IN THIS REALLY IMPORTANT 20 PROJECT. AND, ALSO GLAD TO HEAR MENTIONED IN THE STAFF REPORT 21 22 THAT THERE IS ONGOING WORK TO SEEK TO RECOUP THE COST OF THE 23 CLIPPER OUTAGE WHICH WAS VERY EXPENSIVE TO THE TRANSIT 24 OPERATORS A FEW WEEKS AGO. THANK YOU VERY MUCH.



CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS. 1 2 CHAIR, ROBERT POWERS: OKAY. WE'RE ON THE CONSENT ITEM IN FRONT 3 OF THE COMMISSIONERS. HEARING MOTION AND SECOND. COMMENTARY 4 5 FROM THE BOARD? YES? 6 7 SPEAKER: THANK YOU CHAIR POWERS. I FIRST WANT TO SAY THANK YOU ON BEHALF OF LAVTA FOR WORKING WITH US TO RESOLVE OUR CLIPPER 8 9 SYSTEM ISSUES WE HAD AN OUTAGE FOR ABOUT TWO WEEKS AND MY COMMENTS ARE ON AGENDA ITEM 2B. I KNOW WE HAVE A FIRMWARE 10 UPGRADE STARTING TONIGHT, I BELIEVE, AND ROLLING OUT THE REST 11 12 OF THIS WEEK, AND I THINK THE FIRST TWO AGENCIES ARE NVTA AND PETALUMA TONIGHT STARTING AND THEN TOMORROW IS AC TRANSIT 13 COUNTY CONNECTION. IS THERE A CONTINGENCY PLAN IF THINGS DON'T 14 GO WELL WITH THIS FIRMWARE UPGRADE IF WE DON'T SEE RESULTS WE 15 WANT WITH TONIGHT'S UPGRADE WILL WE PAUSE THE UPGRADE FOR THE 16 17 REST OF THE OPERATORS? JUST KIND OF WANTED TO TALK ABOUT WHAT HAPPENS IF THINGS DON'T GO WELL. 18 19 JASON WEINSTEIN: SO, BOARD MEMBER WEGENER, COULD YOU BE MORE 20 SPECIFIC WHICH UPDATE YOU'RE REFERRING TO? 21 22 23 CHRISTY WEGENER: YEAH, CUBIC IS PLANNING TO DISTRIBUTE THE NEW 24 FIRMWARE VERSION 7.23.90 TO THE ENTIRE BUS FLEET THIS WAS AN E-MAIL SENT TO JENNIFER THURSDAY JULY 24TH. 25



1 2 JASON WEINSTEIN: I'M GOING TO LET ANGUS TAKE THIS. 3 ANGUS DAVOL: ANGUS DAVOL ASSISTANT DIRECTOR FOR CLIPPER 4 5 DEVELOPMENT. YEAH, LIKE ANY PRODUCTION ROLL OUT THERE IS A CONTINGENCY PLAN I'M SURE IF SOMETHING GOES WRONG REALLY 6 7 CLOSELY MONITORED BY CUBE AND THE MTC TEAM SO YES IF THERE ARE ISSUES WITH THAT RELEASE THAT WOULD BE A PAUSE ON THOSE 8 9 DEPLOYMENTS. 10 CHAIR, ROBERT POWERS: OKAY GOOD OTHER COMMENTS? SEEING NONE WE 11 12 HAVE A MOTION AND SECOND ON AGENDA ITEM NUMBER TWO WHICH PICKS UP 2E. COMMISSIONERS ALL THOSE IN FAVOR SUPPORTING THE MOTION 13 SAY AYE? YEAH. NOT SEEING ANY MADAM CLERK FOR THE RECORD 14 MOTION PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT. WE'RE GOING 15 TO MOVE ON TO AGENDA ITEM 3A, AN ITEM CHANGES TO THE CLIPPER 16 PROMOTIONAL PORTAL WITH CUBIC TRANSPORTATION SYSTEMS AND THIS 17 IS A CHANGE ORDER TO PROVIDE ENHANCEMENTS TO THE CLIPPER 18 19 PROMOTIONAL PORTAL THAT IS GOING TO ALLOW FOR LARGE-SCALE EVENT PROMOTIONS. AND, SO, WITH THAT I'M GOING TO TURN THIS 20 OVER TO ANGUS DEVOL WHO IS GOING TO WALK US THROUGH THE CHANGE 21 22 ORDER HERE. ANGUS? 23 24 ANGUS DAVOL: THANK YOU CHAIR POWERS I'M PRESENTING ON BEHALF OF JOHN. THIS ITEM IS REQUESTING APPROVAL OF THE CHANGE ORDER 25



- 1 WITH CUBIC'S CONTRACT IN THEIR ROLE NEXT GENERATION SYSTEM
- 2 INTEGRATOR ENHANCEMENTS FOR CLIPPER PROMOTIONS, SET UP AS NEXT
- 3 GENERATION SYSTEM ALLOWS TRANSIT OPERATORS TO SET UP
- 4 ADMINISTRATOR PROMOTIONAL DISCOUNT FOR CUSTOMERS, PROMO CODES
- 5 THAT CLIPPER CUSTOMERS CANNERY DEEM BY THE CLIPPER WEB SITE OR
- 6 MOBILE AP FOR DISCOUNTS ON PASSES OR FARES SOME EXAMPLES ARE
- 7 PROMO CODE TO GET 10% OFF CALTRAIN PASS OR PROMO CODE \$5 OFF
- 8 BART TRIP TO SFO, IN COLLABORATION WITH OPERATORS AND
- 9 PROMOTIONS, ADJUSTMENTS WHICH CAN'T BE TARGETED TOWARDS
- 10 SPECIFIC CUSTOMER GROUPS. CHANGE ORDER IS TO ENHANCE USE CASES
- 11 IDENTIFIED IN OUR LARGE-SCALE REGIONAL PLANNING EFFORTS
- 12 FESTIVALS GAMES ENHANCEMENTS TO SUPPORT THESE EVENTS INCLUDES
- 13 ABILITY TO SET UP PROMOTIONS GOVERNING MULTIPLE SPECIFIC
- 14 TRANSIT OPERATORS OPTION TO CREATE UNIQUE PROMO CODES BY
- 15 CUSTOMER PROMO CODE CAN BE LIMITED TO SPECIFIC SET OF
- 16 CUSTOMERS SUCH AS REGISTERED EVENT ATTENDEES AND ABLE TO OFFER
- 17 TO ADDED UNREGISTERED CLIPPER CARDS ORIGINALLY IT WAS
- 18 ENVISIONED THAT THE BAY PASS BE USED FOR THESE TYPES OF EVENTS
- 19 AND [INDISCERNIBLE] TO MAKE SURE IT'S CLEAR TO WORK FOR
- 20 CERTAIN CASES -- TIME PERIOD HOWEVER EVENTS OF CUSTOM NEEDS
- 21 SUCH AS TRAVEL ON ONLY SPECIFIC OPERATORS WHERE ATTENDEES
- 22 DON'T NECESSARILY NEED TO REGISTER IN ADVANCE WE BELIEVE
- 23 BETTER SERVE ENHANCED PROMOTIONS PORTAL AND CUSTOMER-FACING
- 24 CLIPPER WEB SITE -- THEREFORE CLIPPER STAFF IS RECOMMENDING
- 25 THE BOARD'S APPROVAL OF THE CHANGE ORDER TO THE SYSTEM



CONTRACT IN AN AMOUNT NOT TO EXCEED \$600,000 FOR THIS 1 2 CONCLUDES MY REMARKS HAPPY TO TAKE QUESTIONS. 3 CHAIR, ROBERT POWERS: OKAY BEFORE WE GO TO PUBLIC COMMENT JUST 4 5 TO CLARIFY ANGUS JUST EFFICIENT BOARD AND PUBLIC WHEN WE'RE ASKING FOR HERE IS COMPLEMENTARY TO THE BAY PASS RIGHT NOT ONE 6 7 OR THE OTHER THEY COMPLEMENT EACH OTHER. 8 ANGUS DAVOL: THAT'S CORRECT. 9 10 CHAIR, ROBERT POWERS: OKAY JUST WANTED TO MAKE SURE THAT WAS -11 12 - IT DIDN'T COME ACROSS AT LEAST NOT TO ME OKAY. MADAM CLERK 13 IS THERE PUBLIC COMMENT EITHER VIRTUALLY OR IN THE BUILDING. 14 CLERK, WALLY CHARLES: NO ONE WITH A HAND RAISED NO CARDS AND 15 16 NOTHING WAS RECEIVED IN WRITING. 17 CHAIR, ROBERT POWERS: THANK YOU FOR THAT COMMISSIONERS WE HAVE 18 19 AN ACTION ITEM IN FRONT OF US A CHANGE ORDER. IS THERE A MOTION? HANG ON LET WE SEE IF THERE IS APPETITE FOR MOTION. 20 21 22 SPEAKER: MOTION. 23 24 CHAIR, ROBERT POWERS: OKAY. AND SECOND FROM RICH AFFORD SON

MADAM CHAIR WE HAVE A MOTION AND SECOND ON THE FLOOR.



1 COMMISSIONER COMMENTS, THE FLOOR IS ALL YOURS. 2 SPEAKER: THANK YOU CHAIR POWERS. I JUST WANTED TO SAY THANK 3 YOU TO MTC STAFF AND CUBIC FOR THIS I'M VERY EXCITED ABOUT 4 5 THIS WITH THE TIMING AND THE LARGE EVENTS COMING UP IN THE BAY AREA THIS WEEKS WE'RE DOING THIS IN PARALLEL WITH THE ROLL OUT 6 7 AND NOT HAVE TO WAIT UNTIL AFTERWARDS THIS IS GOING TO ADDRESS A LOT OF ISSUES WE HAVE EXPERIENCED AND THE LIMITATIONS, THE 8 9 APP AND CONFERENCE YOU KNOW BEING SO I WANTED TO SAY THANK YOU AND APPRECIATE YOU MOVING THIS FORWARD. 10 11 12 CHAIR, ROBERT POWERS: THANK YOU GREG RICHARDSON VTA. 13 GREG RICHARDSON: THANK YOU FOR BRINGING UP THIS, IS THIS BEING 14 DRIVEN BY THE FIFA SUPERBOWL IS WHAT PROMPTED HAVING THIS 15 CHANGE ORDER TO HAVE SOMETHING IN PLACE FOR THOSE EVENTS. 16 17 ANGUS DAVOL: I WOULD SAY DRIVEN BY DISCUSSIONS IN PREPARATIONS 18 19 FOR THIS CHANGES BEING DELIVERED THROUGH THIS CHANGE ORDER MAY NOT NECESSARILY BE USED FOR THIS SPECIFICALLY BECAUSE THEY'RE 20 THOSE CONVERSATIONS STILL GOING ON WHETHER BAY PASS WOULD BE 21 22 SUFFICIENT FOR FIFA'S NEEDS EXAMPLE. I WOULD SAY COMING OUT OF 23 THE DISCUSSIONS OVERALL THE HOST COMMITTEE AND OTHER AND 24 PREPARATION JUST FOR FUTURE EVENTS SALESFORCE THAT ARE RECURRING IN ANNUAL BASIS THAT HAVE NEEDS THAT CAN BE 25



1 ADDRESSED. 2 GREG RICHARDSON: IS THERE EXPECTATION THAT FOLKS WILL UTILIZE 3 THIS FEATURE FOR SUPERBOWL AND FIFA AND CONFERENCES AND EVENTS 4 5 THAT ARE OUTSIDE OF THAT? 6 7 ANGUS DAVOL: THAT WOULD BE DETERMINED, UP TO THE EVENT ORGANIZER AND AGREEMENTS IN PLACE. MAYBE BAY PASS WOULD BE 8 9 SUFFICIENT IN SOME CASES, BUT NOT SPECIFICALLY FOR THESE TWO UPCOMING EVENTS. 10 11 GREG RICHARDSON: OKAY. AND NOT TO BE UGLY, I GUESS I'M 12 DISAPPOINTED IN THE FACT THAT THIS IS AN ITEM MINUS FIFA AND 13 SUPERBOWL, I WOULD HAVE ANTICIPATED THIS WOULD BE IN USE FOR 14 C2 WAS GOING FORWARD AS WE MOVE FORWARD THIS TYPE OF 15 INTEGRATION WAS SOMETHING THAT WAS PART OF WHAT WOULD HAVE 16 17 BEEN THE PROGRAM AND THAT CHANGE ORDER WOULD NOT HAVE BEEN NECESSARY. I'M NOT GOING TO SAY NO TO IT SHOULD HAVE BEEN PART 18 19 OF THE WHOLE PACKAGE. 20 CHAIR, ROBERT POWERS: THANK YOU FOR THOUGH COMMENDATION GREG. 21 22 OTHER COMMENTS COMING AROUND NOT SEEING ANY. MADAM CLERK WE 23 HAVE A MOTION AND SECOND ON THE FLOOR. ALL IN FAVOR, SAY AYE. 24 [AYES] ANY OPPOSITION? MADAM CLERK, FOR THE RECORD, MOTION

PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT. THANK YOU FOR THE



1 PRESENTATION, ANGUS ON THIS ITEM. THAT WAS AGENDA ITEM NUMBER

- 2 3A. OKAY. LET'S MOVE TO AGENDA ITEM NUMBER 4A. AND AGENDA ITEM
- 3 NUMBER 4A IS AN UPDATE ON OUR CLIPPER SCHEDULE IMPLEMENTATION
- 4 AND DEPLOYMENT UPDATE. AND JASON, I'M GOING TURN THIS
- 5 DISCUSSION OVER TO YOU.

- 7 JASON WEINSTEIN: YES, THANKS CHAIR POWERS. IF WE CAN GET THE
- 8 SLIDES UP? PERFECT. THANK YOU. SINCE THE JUNE 2ND CEB MEETING
- 9 WE HAVE MADE SIGNIFICANT PROGRESS ON THE PROGRAM AND IN PILOT
- 10 TESTING. AND GO TO THE NEXT SLIDE, PLEASE. BUT AS I NOTED IN
- 11 JUNE, WITH THIS SLIDE, ALL THE RISKS THAT NEED TO BE RESOLVED
- 12 ISSUE FULLY ON THE OTHER HAND BEFORE WE CAN RESPONSIBLY MOVE
- 13 TO CUSTOMER TRANSITION NEED TO BE RESOLVED AND OUR NUMBER ONE
- 14 GOAL AS WE MOVE TO THE NEXT GENERATION SYSTEM IS THE MINIMAL
- 15 IMPACT TO THE CURRENT CLIPPER CUSTOMERS. NEXT SLIDE. THE LEFT
- 16 SIDE OF THIS SLIDE HIGHLIGHTS SOME OF THE PROGRESS WE HAVE
- 17 MADE SINCE THE LAST MEETING AND ON THE RIGHT SIDE ADDRESSES
- 18 THE REMAINING RISK TO SCHEDULE FOR EXAMPLE, LIKE THE
- 19 INSTITUTIONAL TRANSIT BENEFIT PORTAL ALSO KNOWN AS ITB. THE
- 20 ITB IS A TOOL THAT ALLOWS HUNDREDS OF INSTITUTIONS SERVE
- 21 HUNDREDS OF THOUSANDS OF PARTICIPANTS SPREAD AMONGST VARIOUS
- 22 OPERATORS IN THE REGION. AND WE HAVE OVER 100 MTC OPERATOR AND
- 23 STAFF TESTING THE SYSTEM ON ACTUAL DEVICES AT MULTIPLE
- 24 OPERATORS WHILE ALSO TESTING BACK OFFICE FUNCTIONS LIKE
- 25 CUSTOMER RELATIONSHIP MAX TOOL WITH OUR CUSTOMER SERVICE



- 1 CENTER PROVIDER WSP AND SOME END TO END PROCESSES FOR EXAMPLE.
- 2 LIKE ORDERING A CLIPPER CARD FROM THE NEW WEB SITE, AND
- 3 ENSURING THAT THE ENTIRE PROCESS FROM THE ORDER ON THE WEB
- 4 SITE TO THE DELIVER, TO SOMEBODY'S HOUSE, ACTUALLY WORKS.
- 5 WE'RE ALSO TESTING CREDIT AND DEBIT CARDS ACROSS THE SYSTEM.
- 6 THE BART AND VENTECH TICKET VENDING MACHINES CONTINUE TO BE A
- 7 FOCUS OF INTEGRATION AND WHILE WE HAVE MADE SIGNIFICANT
- 8 PROGRESS THE MOBILE INTEGRATION WORKS CONTINUES TO BE IN
- 9 PROGRESS. FORTUNATELY WITH THE ONGOING WORK WE'RE ABLE TO
- 10 CROSS OFF THREE OF THE RISKS BUT WE DID AT EYE NEW ONE
- 11 CUSTOMER SERVICE TERMINAL INTEGRATION INSULATION WE HAVE SOME
- 12 GOOD PROGRESS ON THIS ONE THE PRODUCTION CST SUCCESS TESTED BY
- 13 CUBE THIS WEEK AND MTC STAFF WILL BE THERE TO WITNESS BY THE
- 14 END OF THIS WEEK NEXT SLIDE. TECHNICAL WORKING SESSION WAS
- 15 HELD ON JUNE 23RD TO IDENTIFY IF THERE WERE CUSTOMER BENEFITS
- 16 THAT COULD BE DELIVERED BUT ALSO THAT COULD HELP NEW
- 17 ADDITIONAL USE TO THE SYSTEM AFTER EVALUATING BENEFITS AND
- 18 CONSIDERATIONS IT WAS DECIDE THAT WE TRY TO ROLL OUT OPEN
- 19 PAYMENTS AT ONE OPERATOR AND THAT WOULD HAVE A REALLY
- 20 IMPACTFUL ROLL OUT COULD BE AT BART. MTC BART AND CUBIC ARE
- 21 WORKING TOGETHER TO START ACCEPTING CREDIT AND DEBIT CARDS
- 22 DIRECTLY AT BART GATES STARTING THE WEEK OF AUGUST 18TH. SO,
- 23 IT'S REALLY EXCITING. I'M REALLY EXCITED ABOUT THIS. WE'LL
- 24 TALK ABOUT IT AS WE GO IN THE NEXT COUPLE OF SLIDES, BUT I
- 25 FEEL REALLY EXCITED THAT WE'RE ABLE TO MAKE THIS STEP. THE



- 1 NEXT SLIDE, PLEASE? SO, THIS SLIDE CHARACTERIZES MUCH OF THE
- 2 DISCUSSION THAT OCCURRED DURING THE JUNE 23RD MEETING AROUND
- 3 ROLLING OUT OPEN PAYMENTS BENEFITS ON THE LEFT AND ARE
- 4 HIGHLIGHTED BY BRINGING MANY OF THE KEY FULL SYSTEM COMPONENTS
- 5 TO FRUITION AS WELL AS POTENTIALLY REDUCING OUR DEMAND FOR
- 6 PLASTIC CLIPPER CARDS AT PLACES LIKE SAN FRANCISCO AIRPORT AND
- 7 OTHERS DURING THE MEETING CONSIDERATIONS WERE EVALUATED TO
- 8 IDENTIFY IMPACTS THAT COULD ARISE FROM MORE THAN ONE OPERATOR
- 9 ON OPEN PAYMENT THESE CONSIDERATIONS DROVE DECISION TO START
- 10 AT BART AND EVALUATE THE NEXT STEPS AFTER ASSESSING DATA
- 11 TAKING ADDITIONAL PAYMENTS METHODS INTRODUCES A POSSIBILITY OF
- 12 CARD CLASH SO CARD CLASH OCCURS WHEN A CLIPPER READER DETECTS
- 13 MORE THAN ONE TYPE OF CARD WHICH COULD RESULT IN THE READER
- 14 BEING CONFUSED THIS APPLIES BOTH TO CLIPPER CARDS AND
- 15 CONTACTLESS BANK CARDS INCLUDING CARDS IN DIGITAL WALLETS TO
- 16 AVOID CARD CLASH PLASTIC CARD USERS SHOULD REMOVE THEIR CARD
- 17 FROM THE WALLET BEFORE TAPPING THE DEVICE, ANDROID PHONES WILL
- 18 AUTOMATICALLY CHARGE THE CLIPPER CARD FIRST AND YOU WILL SEE
- 19 MARKETING COMING UP TO HELP CUSTOMERS AVOID THIS POTENTIALITY.
- 20 I DON'T PLAN ONGOING THROUGH ALL ONGOING EFFORTS I WANTED TO
- 21 POINT OUT THAT THERE IS STILL A LOT OF WORK TO DO TO COMPLETE
- 22 IN TERMS OF GETTING US TO LAUNCH BUT ALL PARTIES OF WORKING
- 23 TOGETHER AND IN A VERY COLLABORATIVE WAY TO ENSURE THAT THIS
- 24 EARLY BENEFIT OF OPEN PAYMENTS CAN BE DELIVERED TO CUSTOMERS
- 25 IN AUGUST. NEXT SLIDE. WE HAVE SEVERAL UPCOMING IMPORTANT



- 1 SOFTWARE DEPLOYMENTS THAT NEED TO BE TESTED AND EVALUATED, IN
- 2 ADDITION WE HAVE SOME ITEMS THAT WE'RE WORKING WITH CUBIC TO
- 3 COMPLETE SO WE CAN CONTINUE WITH OUR PILOT TESTING. 50 OF
- 4 THESE DEPLOYMENTS WAS COMPLETED LATE LAST WEEK AND WSP IS
- 5 WORKING WITH CUBIC TODAY TO TEST FUNCTIONALITY AT THE AUGUST
- 6 25TH CEB MEETING I PLAN TO PROVIDE UPDATES ON THESE
- 7 DEPLOYMENTS AND ALL RISK ITEMS ON THE RIGHT SIDE OF THE SLIDE.
- 8 IS AGAIN UNTIL ALL RISKS SHOWN ON THE RIGHT ARE RESOLVED WE
- 9 CAN'T RESPONSIBLY MOVE TO CUSTOMER TRANSITION AND SINCE WE
- 10 BEGAN THE PROJECT OF COURSE THE GOAL HAS BEEN TO ROLL OUT THE
- 11 SYSTEM WITH AS LITTLE IMPACT TO CUSTOMERS AS POSSIBLE. WE
- 12 CONTINUE TO MAKE PROGRESS AND PUSH FORWARDS WE FOCUS ON THE
- 13 ROLL OUT OF OPEN PAYMENTS AS A BENEFIT TO CUSTOMERS WORKING TO
- 14 MAKE SURE THAT WE CONTINUE TO PUSH HARD FOR THE FULL CUSTOMER
- 15 TRANSITION. AT THE NEXT CEB MEETING I'LL MAKE SURE THAT WE
- 16 BRING BACK DATA ON THE CREDIT AND DEBIT CARD USAGE ON BART
- 17 THAT HAS OCCURRED BY THAT TIME. FLUSH AND THOSE ARE MY
- 18 REMARKS. I'M HAPPY TO TAKE ANY QUESTIONS.
- 20 CHAIR, ROBERT POWERS: OKAY. A LOT THERE, DIRECTOR WEINSTEIN.
- 21 LET US PASS FIDUCIARY A SECOND, MADAM CLERK, PUBLIC COMMENT ON
- 22 THE DIRECTOR'S UPDATE ON WHERE WE'RE GOING WITH THE C2
- 23 DEPLOYMENT?

25 CLERK, WALLY CHARLES: TWO SPEAKERS, ALETA DUPREE YOU MAY

24



1 UNMUTE YOURSELF THEN WE HAVE ONE SPEAKER ONLINE. ADINA LEVIN. 2 SPEAKER: GOOD AFTERNOON BOARD CHAIR BOB POWERS AND MEMBERS. 3 ALETA DUPREE FOR THE RECORD SHE AND HER WITH KEEP FOLDS. I I'M 4 5 TIRED I WENT TO THREE MTA MEETINGS THIS MORNING. THIS IS HEAVY I READ OUR REPORTS ENCOURAGED ABOUT OPEN PAYMENTS ON BART IT 6 7 LOOKS LIKE THIS ISN'T A PARTNERSHIP AND THIS IS NOT A REBELLION, HOPEFULLY WE'LL GET THE OTHER SYSTEMS ON SOON I 8 9 WANT THIS MORE THAN ANYTHING I HOPE WE CAN INDEED GET THE BART OPEN PAYMENT TURNED ON IN THIS PROMISED TIME FRAME. I KNOW 10 GERRY RAFFERTY SAID IF YOU GET TO WRONG, YOU GET IT RIGHT NEXT 11 12 TIME, BUT FOR US, THERE IS NO NEXT TIME. WE HAVE TO GET IT RIGHT THE FIRST TIME. AND I THINK WE WILL. BUT WE HAVE A LOT 13 TO DO IN ORDER TO GET THIS TURNED ON IN TIME, AND HOPEFULLY 14 THIS WILL GREASE THE SKIDS FOR ALL THESE OTHER SYSTEMS TO GET 15 THE OPEN PAYMENTS TURNED ON. BECAUSE WHILE WE WILL HAVE OPEN 16 17 PAYMENTS ON BART SOON, WHICH WILL BE VERY HELPFUL IT'S NOT GOING TO HAVE THE BENEFITS OF THE INTEGRATION AND TRANSFERS 18 19 AND IT'S ONLY GOING TO APPLY TO ADULT FARES. FOR ME, AS A REDUCED FARE USER, WE'RE NOT THERE YET. SO, THIS IS A GOOD 20 BEGINNING THAT WE'RE HAVING. WE HAVE TO VIEW THIS WORK AS A 21 22 MEGA PROJECT, THAT'S WHAT THEY DO IN NEW YORK. THEY CALL OMNI A MEGA PROJECT. THIS IS PROBABLY THE MOST COMPLEX FARE SYSTEM 23 WORK THAT HAS EVER BEEN DONE. IT'S NOT AS BIG AS OMNI IN NEW 24 YORK, BUT WE'RE TALKING ABOUT 27 SYSTEMS. NOT ONE. SO, WHAT I 25



WANT MOST WITH THIS BART PROGRAM IS NOT JUST FOR IT TO WORK 1 2 AND WORK RIGHT THE FIRST TIME, BUT TO REFLECT THE IDEA THAT BART IS THE PEOPLE'S SYSTEM. THANK YOU. 3 4 5 CLERK, WALLY CHARLES: THANK YOU. NEXT SPEAKER ADINA LEVIN. 6 7 SPEAKER: HELLO. ADINA LEVIN WITH SEAMLESS BAY AREA. SO, SAD TO SEE THE LONGER OVERALL SCHEDULE FOR THE ROLL OUT, AND HAPPY TO 8 9 SEE THE EARLIER PROPOSED ROLL OUT FOR THE OPEN PAYMENT STARTING ON BART. BART DOES HAVE A LOT OF RIDERS, AND SO THAT 10 SEEMS LIKE A GOOD WAY TO TRY THIS OUT IN THE REAL-WORLD. ONE 11 12 THING THAT I DID NOT SEE IN THE STAFF REPORT IN HOW TO PROMOTE IT, IT DIDN'T MENTION THE AIRPORTS AND THE AIRPORTS ARE, YOU 13 KNOW, REALLY A MAJOR PLACE TO BE COMMUNICATING ABOUT THE 14 ABILITY TO PAY WITH YOUR CREDIT OR DEBIT CARD WHEN YOU GET OFF 15 A PLANE AT SFO. WITH THE SEAMLESS HAT WE'RE PLANNING ON DOING 16 17 SOME EDUCATIONAL AND PROMOTIONAL ACTIVITIES AROUND OPEN PAYMENT FOR TRANSIT MONTH IN SEPTEMBER, INCLUDING A FUND BY 18 19 TRANSIT ORIENTATION OF THE TRADITIONAL RIDE CONTEST HELPING PEOPLE EXPLORE THE FUN THINGS YOU CAN DO IN THE BAY AREA, AND 20 THIS WILL BE ALL THE MORE ATTRACTIVE WITH THE ABILITY TO START 21 22 TO USE OPEN PAYMENT. AND ONE COMMENT WHICH IS THAT WOULD 23 ENCOURAGE THE CLIPPER SYSTEM AND AGENCIES TO BE PREPARED FOR 24 PEOPLE HAVING A LITTLE BIT OF CONFUSION IF THEY TAKE BART AND

THEN THEY GO AND TRY TO TRANSFER TO CALTRAIN OR SFMTA OR AC



- TRANSIT, OR SOME OTHER AGENCY THAT IS NOT YET TAKING OPEN 1
- 2 PAYMENT SO THEY TAP WITH THEIR CREDIT OR DEBIT CARD THEY PAID
- ON BART THEN TRY TO AGAIN AT SOME OTHER AGENCY IT'S NOT 3
- WORKING SO YOU KNOW HAVING COMMUNICATION TO HELP PEOPLE BE 4
- 5 UNDERSTANDING AND PATIENT WHILE THE REST OF THE SYSTEM IS MADE
- READY TO ROLL OUT. THANK YOU. 6

7

SPEAKER: SORRY. I -- SORRY. I HAD TO UNMUTE YOURSELF. THIS IS

JULIAN JILLETTE FROM THE CALIFORNIA INTEGRATED MOBILITY 11

CLERK, WALLY CHARLES: NEXT SPEAKER IS GILLIAN.

- 12 PROGRAM AT CALTRANS THIS IS INCREDIBLY EXCITING NEWS AND I
- 13 JUST WANT TO MAKE SURE THAT THE EXECUTIVE BOARD IS AWARE THAT
- THERE IS A BENEFITS PORTAL AT THE STATE THAT WORKS TODAY IT 14
- CAN ALREADY PROVIDE OPEN PAYMENT BENEFITS FOR SENIORS MEDICARE 15
- CARD HOLDERS VETERANS AND SNAP RECIPIENTS AS WELL, IT WOULD 16
- REOUIRE INTEGRATION BETWEEN CUBIC AND THE STATE'S BENEFITS 17
- PORTAL. BUT CUBIC HAS ALREADY ESSENTIALLY DONE THAT 18
- 19 INTEGRATION BECAUSE OUR BENEFITS PORTAL CODE IS THE SAME WHAT
- THE MODEL USES. IT WOULD BE A WAY FOR PARTICULARLY TOURISTS 20
- 21 FROM DC TO GET DISCOUNTS ON BART. JUST ANOTHER OPTION TO
- 22 CONSIDER WHILE YOU WAIT FOR ROLL OUT. CONGRATULATIONS.
- 24 CLERK, WALLY CHARLES: NEXT SPEAKER IS ABBY.

25

23

8

9



SPEAKER: HI MY NAME IS ABBY I'M THE TRANSPORTATION POLICY 1 2 MANAGER FOR TRANSFORM YES EXCITING NEWS TO HEAR ABOUT THE ROLL OUT IT'S DISAPPOINTING HOWEVER THAT IT'S ONLY ONE OPERATOR 3 ESPECIALLY AFTER ALL THIS TIME AND THE DELAYS YOU KNOW YOU 4 5 WOULD JUST THINK THAT IT WOULD BE MORE AND OF COURSE SPEAKERS HAVE ALREADY BROUGHT UP CONCERNS ABOUT YOU USE OPEN PAYMENT ON 6 7 ONE SYSTEM THEN CONFUSION ON THE OTHER SYSTEM JUST CONFUSION WHEN YOU ROLL OUT THINGS LIKE THIS MAKE ANOTHER BARRIER FOR 8 THE CUSTOMER TO THEN ACTUALLY USE IT THAT'S JUST SOMETHING TO 9 KEEP IN MIND. AND I JUST WANT TO ECHO THE PREVIOUS SPEAKER'S 10 COMMENTS ABOUT LINKING WITH THE STATE TO USE A SYSTEM THAT 11 12 WILL ALREADY HAVE AND SHOW PEOPLE WHO OUALIFY FOR BENEFITS THAT WEIGH THEY'RE NOT LEFT OUT. AND I JUST THINK THAT THIS IN 13 GENERAL THE DELAY AND THE FACT THAT IT'S ONLY ONE SYSTEM JUST 14 SHOWS A BIGGER PROBLEM WITH CUBIC ITSELF. AND HOPING THAT AT 15 SOME POINT THERE COULD BE A CONVERSATION ABOUT REALLY THE 16 17 FOUNDATION WHICH IS REALLY CUBIC AND PERHAPS MOVING TOWARDS SOMETHING ELSE. THANK YOU. 18 19 CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS 20 21 ON THIS ITEM. 22 23 CHAIR, ROBERT POWERS: OKAY. THANK YOU FOR THAT. THANK YOU TO 24 ALL THE PUBLIC SPEAKERS ON THE ITEM THIS AFTERNOON. MADAM

CLERK. COMMISSIONERS, DISCUSSION, COMMENTS ON THE ITEM



1

JULY 28, 2025

PRESENTED BY DIRECTOR WEINSTEIN? COMING AROUND. YEAH, AC

2 TRANSIT AND SALVADOR LLAMAS. 3 SALVADOR LLAMAS: THANK YOU CHAIR POWERS AND DIRECTOR WEINSTEIN 4 5 FOR THE UPDATE I'M PLEASED TO SEE FORWARD PROGRESS ANY PROGRESS IS GOOD PROGRESS THANK YOU FOR HIGHLIGHTING THE LIST 6 7 GETTING CHECKED OFF I APPRECIATE THAT. AND I UNDERSTAND BEING IN A TRANSIT SYSTEM WHERE WE DEPLOY LARGE PROJECTS, WE WANT TO 8 9 DO, LIKE, A MICRO TEST OR DO A SMALL FLEET, AND I AGREE WITH THAT I THINK IT'S A WAY TO FIND OUT SOME ISSUES THAT WE WILL 10 NOT KNOW UNTIL WE DEPLOY. I DO HAVE SOME CONCERN THOUGH 11 12 BECAUSE WE'RE CHOOSING ONE OF THE LARGEST SYSTEMS THAT WE HAVE THAT EOUITY -- CONNECTS WITH ALMOST EVERY REGIONAL TRANSIT 13 OPERATOR FOR EXAMPLE, IN AC TRANSIT BUSES CONNECT WITH 26 BART 14 STATIONS MY CONCERN IS THE CONFUSION FOR THE RIDER OR PERSON, 15 CARD, PHONE, OPEN PAYMENT, HOW THE SYSTEM MAY BE CONFUSING 16 17 IT'S IMPORTANT TO GET AHEAD OF THAT AS MUCH AS POSSIBLE AND THEN START PROVIDING THE COMMUNICATIONS AND MARKETING TOOLS 18 19 AND REALLY HIGHLIGHT THAT WITH THE TRANSIT USER. BECAUSE NOT ALL RIDES END IN SAN FRANCISCO SOME OF THE RIDES STAY IN EAST 20 BAY MAJORITY OF THEM ACTUALLY DO AND THERE IS A LOT OF PEOPLE 21 22 THAT RIDE BART GET OFF AND WANT TO BOARD A BUS MY CONCERN IS THE OPERATOR IS GOING TO TAKE THE BLUNT MUCH EXPLAINING THAT 23 24 AND WE ALREADY HAVE CONCERNS WITH PEOPLE GETTING CONFUSED WITH FARE CHANGES WHEN SOMETHING DIDN'T GO RIGHT SO WE WANT TO 25



EXPAND THAT ON WOULD LIKE TO HEAR MORE ABOUT WHAT THAT PLAN IS 1 2 AND WE'RE GOING TO TRY TO GET AHEAD OF THAT ALSO WHEN WE START TO DEPLOY FOR THE OTHER TRANSIT OPERATORS WE PREFER 4 TO 6 3 WEEKS TO GET AHEAD OF THAT GIVES US TIME. KEEP THAT IN MIND. 4 5 JASON WEINSTEIN: THANK YOU BOARD MEMBER LLAMAS. TO OUTREACH 6 7 WE'RE GOING TO PRINT ADDS AT SFO TO PROMOTE CONTACTLESS PAYMENT WE'LL ALSO HAVE PRINT ADDS ON SFO AND BART STATIONS 8 9 PROMOTING CONTACTLESS BANK CARD ACCEPTANCE BATA TRAINS AND EDUCATING ALL AT THE AIRPORT AND EXPLAIN WHAT'S GOING IN TERMS 10 OF CONTACT WITH PAYMENT CONTACTLESS PAYMENT AND THE FACT THAT 11 12 THERE COULD BE AN ISSUE IF YOU JUST TRY AND POP YOUR PHONE OR BAG OR WHATEVER ON THE READER ALSO GOING TO HAVE MULTI-LINGUAL 13 ADD ADS FOR BOTH, AND OUTREACH AMBASSADORS AT SFO SO THERE 14 WILL BE PEOPLE THERE TO HELP FOLKS. THERE CAN BE CONFUSION AS 15 YOU MENTIONED WHEN YOU CAN'T USE IT ON ONE, TESTING LARGE-16 17 SCALE WOULD ALLOW TO SUPPORT A CUSTOMER BASE THAT MIGHT BE INFREQUENT TRAVELLERS TO THE BAY AREA AND NOT THINKING TO GO 18 19 ALL OVER THE PLACE BUT JUST RIDE ON BART WE UNDERSTAND IT'S INCUMBENT UPON US TO MAKE IT CLEAR SO PEOPLE ARE AWARE WHERE 20 THEY CAN USE IT AT LEAST FOR NOW. AND OF COURSE WE'RE, LIKE, 21 22 SHARPLY FOCUSED ON MAKING SURE WE CAN GET TO CUSTOMER 23 TRANSITION WHERE THIS FEATURE WOULD BE AVAILABLE TO EVERYONE. 24

25 SALVADOR LLAMAS: THANK YOU.



1 2 THANK YOU FOR THOSE COMMENTS, SAL. DENIS THEN ALIX AND APRIL. 3 DENIS MULLIGAN: THIS IS EXCITING I DON'T WANT TO DIMINISH 4 5 EXCITEMENT IT'S BEEN LONG TIME COMING THRILLED IT'S GOING TO BE ROLLED OUT TO EXPAND UPON THE SALES QUESTION SIGNAGE OF 6 7 BOARD AT BART STATIONS, PEOPLE WILL SEE IT'S EXCITING EMBRACE NEW THINGS TAP CREDIT CARDS IF YOU DON'T HAVE SIGNAGE THAT 8 9 SAYS THAT ALIX GETS OFF AT DELL LAN OWE BART STATION RIDE TO 580X TO THE NEXT MASCOTS MEETING SHE'LL LOSE TRANSFER CREDIT, 10 MAKE SURE PEOPLE UNDERSTAND THAT IF YOU TRANSFER TO LOCAL BUS 11 12 YOU MAY NOT WANT TO DO THIS. A COUPLE OUESTIONS. AND IT'S EXCITING. SO KUDOS TO EVERYONE INVOLVED. ONE OF YOUR LISTS ON 13 THE SLIDES IS MOBILE WALLET INTEGRATION DOES THAT RISK NEED TO 14 BE RESOLVED BEFORE YOU GO TO OPEN PAYMENTS ON BART? WILL 15 PEOPLE BE ABLE TO PAY WITH APPLE WALLET OR APPLE PAY WHICH IS 16 17 A CREDIT CARD? 18 19 JASON WEINSTEIN: YES NOT AN ISSUE FOR OPEN PAYMENTS. 20 DENIS MULLIGAN: GLAD TO HEAR THAT. IS THERE RISK TO CUSTOMER 21 22 ROLL OUT IN THE FIRST PHASE CLIPPER2.0 YOUR SLIDE TWO SHOWS 23 THAT SOMETIME IN EARLY DECEMBER CUSTOMER ROLL OUT WILL BE COMPLETE IS THERE ANY RISK TO THAT INTRODUCED BY THIS FIRST 24 PHASE? 25



1 2 JASON WEINSTEIN: THERE IS -- A LITTLE BIT LOADED, RIGHT, THERE IS A LOT OF FACTORS THERE. SO, THE RELEASE OF THIS CUSTOMER 3 BENEFIT, YOU KNOW, HAS BEEN PART OF THE OVERALL CUSTOMER 4 5 TRANSITION SO IN SOME WAYS WE'RE JUST PROVIDING THIS AS AN EARLY BENEFIT WE'RE OFFERING CERTAIN ASPECTS OF THE SYSTEM 6 7 THAT MIGHT HAVE BEEN SLIGHTLY DIFFERENT ORDER IF WE DIDN'T DO THIS THIS WAY, IF WE ROLL OUT INTO OPERATIONS THAT'S OUR FOCUS 8 9 WE WANT TO MAKE SURE THAT IT WORKS TO THE EXTENT THAT WE HAVE TO GIVE THAT CARE AND FEEDING A LITTLE BIT MORE IF YOU KNOW 10 THINK BECAUSE WE WANT IT TO BE A POSITIVE EXPERIENCE, THEN 11 12 IT'S POSSIBLE, BUT YOU KNOW, WE'RE NOT PLANNING ON THAT. 13 DENIS MULLIGAN: THANKS. THEN FINAL OUESTION, OR JUST MORE OF A 14 COMMENT IT'S JUST THAT I WANT TO PUBLICLY ACKNOWLEDGE THAT THE 15 DELAY CAUSES PROBLEMS AT EACH TRANSIT AGENCY AND THE PROBLEMS 16 ARE DIFFERENT AT EACH TRANSIT AGENCY. IF NANCY WHELAN WAS THE 17 STILL AT THE DAIS SHE WOULD TALK ABOUT FAREBOX REPLACEMENT 18 19 PROJECT AND HOW THEY'RE CONTEMPLATING THEIR PAST MIGRATION AND FALLS, WE ARE SCRAMBLING TO USE MORE LIMITED USE TICKETS 20 BECAUSE WE THOUGHT WE WOULDN'T NEED TO ORDER ANYMORE THERE IS 21 22 CHALLENGES FOR STAFF ALSO EXPENSES AT EAST AGENCY A DIFFERENT CHALLENGE THAT'S OUR FOCUS WE'RE RUNNING OUT OF TICKETS IT'S 23 24 STILL TOURIST SEASON WE'RE GOING THROUGH A THOUSAND TICKETS A DAY IN SAUSALITO ANYTHING YOU CAN DO TO KEEP THIS ON SCHEDULE 25



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JULY 28, 2025

IS GREATLY APPRECIATED OPEN PAYMENTS AT ALL AGENCIES WOULD

2 SOLVE A LOT OF PROBLEMS. SO, THANK YOU. 3 CHAIR, ROBERT POWERS: THANK YOU FOR THOSE COMMENTS, DENIS, 4 5 GOLDEN GATE BRIDGE. APRIL, SAMTRANS. 6 7 V. CHAIR, APRIL CHAN: THANK YOU I'M GOING ADD TO WHAT DIRECTOR SAL AND MULLIGAN SAID, IN TERMS OF THE PUBLIC EDUCATION, AND I 8 9 DON'T KNOW -- I DON'T HAVE THE SOLUTION, BUT YOU KNOW, SEEMS LIKE MOST OF THE TARGETED AUDIENCE, THEY'RE AT THE AIRPORTS. 10 THEY HAVE DIRECT -- BECAUSE THESE ARE TOURISTS AND HOPEFULLY 11 12 THE MAJORITY OF US WE HAVE OUR CLIPPER CARD, AND IF THEY ARE TOURISTS, IF MOST OF THE TARGETED AUDIENCES OR THESE 13 INFREQUENT USERS, THEY STILL NEED TO RECOGNIZE THE FACT THAT 14 THEY CAN ONLY USE IT AT BART AND HOW DO YOU ENCOURAGE THEM IF 15 YOU ARE GOING BE TRANSFER YOU STILL NEED TO GET A CLIPPER CARD 16 17 OF SOME SORT I DON'T KNOW HOW BEST TO DO IT IN TERMS OF EDUCATING THE USER BUT STILL NEEDS TO BE SAID BECAUSE 18 19 OTHERWISE IT'S GREAT I CAN HAVE MY CREDIT CARD I CAN GET THROUGH BUT FOR THE NEW TRANSIT SYSTEM I STILL NEED TO HAVE 20 SOME MEDIA UNLESS I ACCUSE CASH MAYBE YOU CAN CLARIFY IF I'M 21 22 USING APPLE PAY YOU DON'T HAVE MY CREEK O LET'S SAY I WANT TO TRY OPEN PAYMENT ON BART DESPITE THE FACT THAT I HAVE A 23 24 CLIPPER CARD ON THERE IT WILL KNOW TO USE THE CREDIT CARD? BECAUSE RIGHT NOW I DON'T EVEN NEED TO TAKE OUT MY APPLE PAY I 25



JUST TAP THE THING IT KNOWS TO OPEN UP MY CLIPPER BASICALLY IT 1 2 TAPS -- IT'S ACCESSING MY CLIPPER CARD. 3 JASON WEINSTEIN: YES SO THE ANSWER TO THAT IS FOR FOLKS THAT 4 5 ARE IPHONE USERS THERE, IS A THING CALLED EXPRESS TRANSIT SO IN YOUR PHONE'S WALLET, YOU CAN HAVE EXPRESS TRANSIT SETTINGS 6 7 FOR BOTH CLOSED LOOP CARDS LIKE OUR CLIPPER CARD AND OPEN LOOP CARDS CREDIT AND DEBIT CARDS THOSE BOTH CAN EXIST IN THE 8 9 WALLET. OUR SYSTEM KNOWS, YOU SHOULD SET IT ACTUALLY UP, YOU CAN HELP US TEST, BECAUSE IF YOU HAVE A CLIPPER CARD AND YOU 10 HAVE EXPRESS TRANSIT ON AND ALSO OPEN PAYMENTS IN YOUR WALLET 11 12 AND EXPRESS TRANSIT ON IT KNOWS TO TAKE THE CLIPPER CARD FIRST. SO IF YOU WERE TO GO TO NEW YORK OR SOMETHING AND YOU 13 WANT TO USE YOUR OPEN PAYMENTS CREDENTIAL YOU WOULD GO TAP ON 14 SUBWAY IT WOULD TAKE THE MONEY FROM WHATEVER EXPRESS TRANSIT 15 YOU HAD FOR OPEN PAYMENTS CARD. SO IT KNOW IT IS LOOK FOR OUR 16 17 CLIPPER CARD FIRST. 18 19 V. CHAIR, APRIL CHAN: SO THAT TELLS ME I CAN'T REALLY TEST MY OPEN PAYMENT ON BART. 20 21 22 JASON WEINSTEIN: YOU CAN JUST BY TURNING EXPRESS TRANSIT OFF 23 ON YOUR CLIPPER CARD. DEPENDING ON WHAT YOU WANT TO DO. SO,

THAT'S HOW I HAVE BEEN TESTING IT ACTUALLY.

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24



CHAIR, ROBERT POWERS: OKAY THANK YOU FOR THOSE COMMENTS, 1 2 APRIL. COMING AROUND SFMTA, DIANE. 3 SPEAKER: THANK YOU JASON, ON THIS, AND TO THE POINTS PRIOR, 4 5 VERY EXCITING. I WOULD LIKE TO THANK CHAIR POWERS FOR BRINGING THE PARTIES TOGETHER, CUBIC AND MTC AND SOME OF THE AGENCIES 6 7 TO FIND A WIN IN CONTEXT OF DELAYS THAT WE HAVE BEEN EXPERIENCING. I WANT TO ECHO COMMENTS ABOUT OUTREACH. WE 8 9 TALKED A LOT ABOUT EXTERNAL OUTREACH TO CUSTOMERS BUT WHAT I DEPARTMENT HEAR IS WHAT IS THE PLAN TO COMMUNICATE TO THE 10 AGENCY STAFF, STATION AGENTS, OPERATORS IS THAT PART OF YOUR 11 12 PLAN? BECAUSE WE WILL NEED MATERIALS TO MAKE SURE WHEN 13 CUSTOMERS SHOW UP AT STATION AGENT BOOTH THAT THEY HAVE THE INFORMATION TO PROVIDE. 14 15 JASON WEINSTEIN: YES LYSA HALE FROM OUR TEAM HAS CUSTOMER 16 17 SERVICE AND MARKETING TOOL KITS THAT OPERATOR STAFF WILL BE 18 RECEIVING. 19 CHAIR, ROBERT POWERS: OKAY. COMING AROUND. I WAS THINKING 20 ABOUT SOMETHING COMING AROUND I'M GOING TO COME BACK TO THAT 21 COMMENT HERE. SORRY. MY BRAIN'S -- EDDIE CUMINS. 22 23 24 EDDY CUMINS: THANK YOU. APPRECIATE THE PRESENTATION SO LOOKING

AT THE SCHEDULE IT LOOKS LIKE WE WOULD START CUSTOMER



1 TRANSITION IN LATE AUGUST DO WE HAVE HIGH-LEVEL OF CONFIDENCE 2 ON THAT? 3 JASON WEINSTEIN: SO, FROM WHICH SLIDE WERE YOU REFERRING? 4 5 EDDY CUMINS: THE SCHEDULE DOWN AT THE BOTTOM PROJECTS CUSTOMER 6 7 TRANSITION I'M LOOKING AT IT LOOKS LIKELY AUGUST. 8 9 JASON WEINSTEIN: RIGHT I WOULD SAY RIGHT NOW I DON'T HAVE AN ANSWER FOR YOU IN TERMS OF CUSTOMER TRANSITION WE'RE KEENLY 10 FOCUSED ON GETTING OPEN PAYMENTS LAUNCHED OUT IN AUGUST THEN 11 12 WE'LL BE BACK TO THE BOARD AS WE PROGRESS ON SOLVING REMAIN 13 REMAINING RISKS. COUPLE I SEE IT NOW, AS OF JUNE. THANK YOU APPRECIATE IT. 14 15 CHAIR, ROBERT POWERS: THANK YOU FOR THOSE COMMENTS EDDY. 16 ANYTHING ELSE? I WANT TO SAY A COUPLE OF THINGS JASON THANK 17 YOU FOR PUTTING UP WITH ME, I'M NO DAY ON THE BEACH I GET THAT 18 19 BUT I THINK NAVIGATING AWAY TO GET THE CUSTOMER BENEFITS OUT THERE SOONER AS QUICKLY AS WE CAN WITH STILL KEEPING OUR EYE 20 ON A DATE FOR THE FULL START OF TRANSITION, I THINK THAT'S 21 22 VERY THOUGHTFUL. AND I THINK WE'RE MOVING IN A GOOD DIRECTION. BUT I THINK THERE IS A THEME -- AND I HAVE NOT -- THIS -- I 23 24 DON'T KNOW IF THIS WILL COME OUT RIGHT OR WRONG, BUT YOU KNOW

THERE'S A THEME YOU HAVE HEARD UP HERE ABOUT, YEAH, I THINK



- 1 THIS SOUND LOOK IT'S A GOOD PLAN, AND I THINK IT'S A GOOD PLAN
- 2 TOO, BUT THE OUTREACH PIECE, RIGHT, AND THE COMMUNICATION
- 3 PIECE, AND I HAVEN'T -- I HAVE BEEN -- I'M TRYING TO DO
- 4 SCHEDULE TO GET THE CUSTOMER BENEFITS OUT WE ALL ARE, RIGHT?
- 5 AND YOU KNOW, THAT'S GREAT FORTUNATELY, BUT WE'LL MISS THE
- 6 MARK IF WE DON'T DOUBLE DOWN ON THE COMMUNICATION AND THE
- 7 OUTREACH PLAN. AND YOU KNOW, I COULD SEE -- THIS IS JUST A
- 8 SUGGESTION, DIRECTOR WEINSTEIN, THAT YOU SUPPLEMENT THIS
- 9 MEETING RIGHT HERE WITH A COUPLE OF MEMOS TO THIS BOARD,
- 10 WHAT'S THE DATE TODAY -- LIKE, YOU KNOW, END OF AUGUST -- NO,
- 11 END OF JULY -- SORRY -- I HAVE GOT SO MANY THINGS GOING BUT
- 12 I'M TRYING TO HELP -- YOU KNOW, I HAPPEN BEEN FOCUSED ON THE
- 13 OUTREACH. I HAVEN'T. I HAVE BEEN DRIVING SCHEDULE ON GETTING
- 14 BENEFITS OUT TO THE RIDERS. BUT TO ME APRIL IS RIGHT, DENIS IS
- 15 RIGHT, SAL IS RIGHT. I COULD SEE YOU SENDING SOME MEMOS TO
- 16 THIS BOARD, YOU KNOW, TEN DAYS IN ADVANCE OF THE OPEN PAYMENT,
- 17 AND THEN TWO DAYS, WHATEVER THAT CADENCE IS, ABOUT WHAT THE
- 18 OUTREACH PLAN IS YOU KNOW, WITH YOU AND LYSA HALE AND THE
- 19 CUBIC FOLKS AND ALICIA TROST OVER AT THE BART SYSTEM AND DIANE
- 20 HAM ORDINANCE KEEP US POSTED ON THE COMMUNICATION AND OUTREACH
- 21 PLANNER BECAUSE THAT'S ABSOLUTELY TRUE RIGHT SO WE CAN DRIVE
- 22 THE SCHEDULE IN EVERY -- YOU KNOW, WE'RE GOING TO START WITH
- 23 BART THEN PHASE THIS IN. BUT KEEP US POSTED ON WHAT THAT PLAN
- 24 IS BECAUSE I COULD MAKE ONE UP AS A GO AND TALK BUT I DON'T
- 25 KNOW WHAT THAT PLAN IS AND I KNOW YOU DON'T. I KNOW LYSA HALE



SITTING IN THE BACK THERE KNOWS AND ALICIA TROST KNOWS AND THE 1 2 CUBIC PEOPLE KNOW, BUT YOU HAVE GOT TO PUT THAT IN WRITING TO US. FIGURE OUT A WAY TO DO THAT BETWEEN YOU AND LISA KLEIN AND 3 WHOEVER ELSE YOU NEED? YOU CAN DO THAT? 4 5 JASON WEINSTEIN: NOT A PROBLEM. 6 7 CHAIR, ROBERT POWERS: I HEARD THAT THEME FROM EVERYBODY HERE 8 9 AND EVEN PEOPLE THE SAY ANYTHING I KNOW THIS'S WHAT THEY'RE THINKING TO MAKE SURE THAT'S OUT THERE, RIGHT? SO WE WOULD 10 VERY MUCH APPRECIATE THAT. 11 12 13 JASON WEINSTEIN: ABSOLUTELY. I'LL ADD TO THAT, I DID HEAR LOUD AND CLEAR RIGHT THAT THE NEED TO TRANSFER AND HOW WE MESSAGE 14 THAT TO FOLKS IS REALLY IMPORTANT. SO WE GET THAT NAILED DOWN. 15 16 CHAIR, ROBERT POWERS: PERFECT. OKAY. OKAY. ANYTHING ELSE ON --17 WHICH ITEM? ARE WE ON ITEM NUMBER 4A HERE. ANYTHING ELSE TO 18 19 FILE BEFORE I CLOSE THIS OUT JASON, ANGUS? 20 JASON WEINSTEIN: NO. 21 22 CHAIR, ROBERT POWERS: OKAY. I'M GOING TO CLOSE OUT AGENDA ITEM 23 24 4A AGAIN IT WAS AN INFORMATIONAL ITEM ON THE CLIPPER

DEPLOYMENT IMPLEMENTATION SCHEDULE UPDATE. AGENDA ITEM NUMBER



1 FIVE IS OUR EXECUTIVE DIRECTOR'S REPORT. SO, DIRECTOR 2 WEINSTEIN, THE FLOOR IS ALL YOURS. 3 JASON WEINSTEIN: I ACTUALLY DON'T HAVE ANYTHING ADDITIONAL TO 4 5 ADD. I'LL JUST REITERATE HOW EXCITED I AM ABOUT NEXT MONTH AND LEAVE IT THERE. 6 7 CHAIR, ROBERT POWERS: MADAM CLERK CAN I JUST -- I WROTE DOWN A 8 9 THING IN MY HEAD, AND I DEPARTMENT DIDN'T KNOW IF I WANTED TO SAY IT BUT I KIND OF DO I THINK THE NEXT MEETING IS THE 25th 10 OR WHATEVER SO THE TAP TO PAY WILL HAVE BEEN OUT THERE AND I 11 12 KNOW YOU'RE GOING TO BE TRACK BEING THE NUMBER BUT I THINK IT'S IMPORTANT TO THIS BOARD IF YOU HEAR ANY THEMES 13 PROBLEMATIC THEMES, POSITIVE THEMES THAT YOU HEAR OUT THERE 14 AND SO I THINK THAT WOULD BE AS INFORMATIVE TO THIS BOARD AS 15 63 TAPS, RIGHT, WHATEVER THE NUMBER IS THERE BUT EITHER THEMES 16 17 OUT POSITIVE OR NEGATIVE SIDE OF THE EXPERIENCE WOULD BE GOOD TO KNOW, WHEN YOU COME BACK ON THE 27th SO I WANTED TO MAKE 18 THAT COMMENT. YOU DON'T HAVE ANYTHING ON THE EXECUTIVE 19 DIRECTOR'S REPORT? 20 21 22 JASON WEINSTEIN: NOPE. 23 24 CHAIR, ROBERT POWERS: MADAM CLERK DO WE HAVE PUBLIC COMMENT ON

THE NO EXECUTIVE DIRECTOR'S REPORT? I HAVE TO ASK I AM A FIRM



1 BELIEVER IN PUBLIC COMMENT ANYTHING ON THAT. 2 CLERK, WALLY CHARLES: NOPE. 3 4 5 CHAIR, ROBERT POWERS: SIX PUBLIC COMMENT ON ANY OTHER BUSINESS THEY NOT ON THE AGENDA EITHER VIRTUAL OR IN THE ROOM. 6 7 CLERK, WALLY CHARLES: WE HAVE WRITTEN PUBLIC COMMENTS RECEIVED 8 9 BY ALETA DUPREE AND THERE IS A PRINTED COPY HERE IN THE ROOM AND IT WAS UPDATED ONLINE ON THE AGENDA SHE IS GOING TO SPEAK 10 RIGHT NOW. YOU HAVE TWO MINUTES. 11 12 13 SPEAKER: THANK YOU CHAIR POWERS AND MEMBERS ALETA DUPREE FOR THE RECORD SHE AND HER WITH TEAM FOLDS MTA IN NEW YORK GIVES 14 ME TWO MINUTES ALSO WE HAVE A LOT TO DO STILL I HOPE YOU GOT 15 TO READ MY LETTER I LIKE TO THINK MY LETTERS ARE INFORMATIVE 16 17 AND HELPFUL AND EVEN ENTERTAINING. THIS IS AN ALL HANDS ON DECK MOMENT. NOW IS NOT THE TIME TO BICKER, BUT TO BUILD. 18 THERE IS SO MUCH MORE TO DO AND EVEN ONCE WE GET THIS TURNED 19 ON, THERE IS GOING TO BE EVOLUTION AND SEA CHANGES IN FARE 20 POLICY, ESPECIALLY IN THE AREA OF FARE CAPS AND A 21 22 ACCUMULATORS. I HAVE BEEN ABLE TO PRACTICE SOME FARE CAPPING. 23 YOU CAN DO IT ON AC TRANSIT WITH THE MOBILE APP, WHICH I'M 24 LEARNING ABOUT GETTING SOME HELP WITH. BUT THAT'S NOT MONEY THAT'S GOING INTO CLIPPER. I WITH BUY DAY PASSES ON CALTRAIN 25



- 1 THROUGH THEIR APP IT'S NOT GOING THROUGH CLIPPER IT'S NICE TO
- 2 HAVE OPTIONS BUT OUR CLIPPER WORK IS \$465 MILLION. I REMEMBER
- 3 IN 2018 WHEN JAKE MACKENZIE PRESIDED OVER A VOTE TO APPROVE
- 4 THIS WORK AND I COMPOSED AN E-MAIL TO MTC WHILE RIDING ON A
- 5 CHICAGO L TRAIN, SEVEN YEARS AGO. SO, HOW DO WE CONTINUE TO
- 6 NEGOTIATE WITH THESE PRODUCTS? WE CAN CERTAINLY LOOK TO OTHER
- 7 SYSTEMS, ESPECIALLY THE WORK THAT IS GOING ON IN NEW YORK. BUT
- 8 THEY STILL HAVEN'T DONE OPEN PAYMENT ON COMMUTER RAIL. BART IS
- 9 LIKE NEITHER A SUBWAY OR COMMUTER RAIL. WELL, IT'S BART AND
- 10 IT'S THE PEOPLE SYSTEM OF THE WE NEED OUR GRAND CENTRAL
- 11 TERMINAL MOMENT NOW HERE TODAY TO GET TOGETHER AND MAKE THIS
- 12 HAPPEN. THANK YOU.
- 14 CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS
- 15 ON THIS ITEM.

13

- 17 CHAIR, ROBERT POWERS: OKAY. THANK YOU MADAM CLERK. THAT WILL
- 18 CLOSE OUT AGENDA ITEM NUMBER SIX PUBLIC COMMENT WE'LL GO TO
- 19 AGENDA ITEM NUMBER SEVEN ADJOURNMENT AND NEXT MEETING. SO
- 20 WE'RE ALL SCHEDULED HERE FOR, NEXT MEETING WILL BE MONDAY
- 21 AUGUST 25TH. IT WILL BE AT 1:00 AND OVER AT BART HEADQUARTERS
- 22 OVER IN DOWNTOWN OAK. WITH THAT, MADAM CLERK THIS, MEETING IS
- 23 ADJOURNED. [ADJOURNED]