

1	CLIPPER EXECUTIVE BOARD
2	MONDAY, MAY 20, 2024 1:00PM
3	
4	CHAIR, ROBERT POWERS: CALLING THIS MEETING OF THE CLIPPER
5	EXECUTIVE BOARD TO ORDER. THIS MEETING IS WEBCAST ON THE MTC
6	WEB SITE MEMBERS OF THE PUBLIC PARTICIPATING ENJOY ZOOM
7	WISHING TO SPEAK SHOULD USE THE RAISED HAND FEATURE OR DIAL
8	STAR NINE AND I WILL CALL UPON THEM AT THE APPROPRIATE TIME.
9	TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR
10	DIGITS OF THEIR PHONE NUMBER. MOVING TO AGENDA ITEM ONE ROLL
11	CALL AND CONFIRM QUORUM MADAM CLERK THE FLOOR IS YOURS.
12	
13	CLERK, WALLY CHARLES: THANK YOU. CHAIR POWERS?
14	
15	CHAIR, ROBERT POWERS: HERE.
16	
17	CLERK, WALLY CHARLES: TOLLESON FOR MEMBER CHAN?
18	
19	MILLIE TOLLESON: HERE.
20	
21	CLERK, WALLY CHARLES: MCCULLOUGH FOR CUMINS?
22	
23	SPEAKER: HERE.
24	



CLERK, WALLY CHARLES: MEMBER FREMIER? RICHARDSON FOR MEMBER 1 2 GONOT? 3 **GREG RICHARDSON: HERE.** 4 5 CLERK, WALLY CHARLES: MEMBER HURSH? 6 7 8 MICHAEL HURSH: HERE. 9 10 CLERK, WALLY CHARLES: WEIR FOR MEMBER MULLIGAN? 11 SPEAKER: HERE. 12 13 CLERK, WALLY CHARLES: TUMLIN? 14 15 16 JEFFREY TUMLIN: HERE. 17 18 **CLERK, WALLY CHARLES:** WEGENER? 19 CHRISTY WEGENER: HERE. 20 21 22 CLERK, WALLY CHARLES: WE GOT QUORUM. THANK YOU. 23 CHAIR, ROBERT POWERS: EXCELLENT. AGENDA ITEM NUMBER TWO IN 24 FRONT OF THE COMMITTEE HERE IS OUR CONSENT CALENDAR. THIS IS 25



AN ACTION ITEM. DO I HAVE A MOTION AND SECOND FOR MOVING THE 1 2 CONSENT CALENDAR? 3 JEFFREY TUMLIN: SO MOVED, TUMLIN. 4 5 MICHAEL HURSH: SECOND, HURSH. 6 7 8 CHAIR, ROBERT POWERS: MADAM CLERK, MOTION BY TUMLIN AND SECOND BY HURSH ON THE CONSENT CALENDAR. LET ME GO FIRST TO 9 10 PUBLIC COMMENT ON THIS ITEM. ANYTHING, MADAM CLERK? 11 CLERK, WALLY CHARLES: THERE IS NO ONE WITH THEIR HANDS 12 RAISED, NOTHING RECEIVED IN WRITING AND NO SPEAKER CARDS IN 13 14 THE ROOM. 15 16 CHAIR, ROBERT POWERS: COPY THAT. THANK YOU. COMMITTEE MEMBERS COMMENTS ON THE CONSENT CALENDAR? NOT SEEING ANY. OKAY. ALL 17 THOSE IN FAVOR, SAY AYE. 18 [AYES] 19 CHAIR, ROBERT POWERS: MADAM CLERK, THE MOTION PASSES 20 UNANIMOUSLY. THAT WAS FOR AGENDA ITEM NUMBER TWO. WHICH BRINGS 21 22 US TO AGENDA ITEM NUMBER THREE. AGAIN, IN FRONT OF THE BOARD HERE IS AN ACTION ITEM. AND THIS IS THE REQUEST OF THE BOARD 23 TO APPROVE A DISBURSEMENT OF MONEY THAT'S REPRESENTING 24 BALANCES ON UNREGISTERED AND INACTIVE CLIPPER CARDS. WITH THAT 25



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I'M TURNING THIS OVER TO EDWARD? ARE YOU -- OR DAVID WEIR,
 YOU'RE GOING RUN POINT ON THIS?

DAVID WEIR: I'M DAVID WEIR WITH THE MTC STAFF. I'LL BE BRIEF 4 5 BECAUSE THERE IS A LONG AGENDA TODAY. THE PROPOSED FY '24/'25 CLIPPER OPERATING BUDGET THAT WILL BE CONSIDERED BY THE BOARD 6 NEXT INCLUDES AS ONE FUNDING SOURCE, \$2.7 MILLION OF 7 WHAT WE 8 REFER TO AS, QUOTE, "INACTIVE FUNDS." INACTIVE FUNDS ARE THE CASH VALUE THAT'S ON CLIPPER CARDS THAT HAVE NOT BEEN USED 9 EVEN ONCE IN THE LAST THREE YEARS. THE MOST RECENT CALCULATION 10 DONE THROUGH FEBRUARY 2024, IS THAT THERE WERE NEARLY \$30 11 MILLION IN CASH VALUE ON UNREGISTERED CLIPPER CARDS THAT HAVE 12 NOT BEEN USED AT ALL IN THE 36 MONTHS PRIOR TO THE END OF 13 FEBRUARY. SO, THE REQUESTED 2.7 MILLION IS A SMALL FRACTION OF 14 THE TOTAL AMOUNT OF INACTIVE FUNDS THAT COULD BE ASSESSED --15 16 ACCESSED UNDER EXISTING CLIPPER PROGRAM POLICY. AND THE SAME AS HAS BEEN THE CASE WITH PAST AUTHORIZATIONS TO REMOVE 17 INACTIVE FUNDS FROM THE CLIPPER FLOAT ACCOUNT, THE CASH VALUE 18 WILL STILL REMAIN ON A CUSTOMER'S CLIPPER CARD AVAILABLE TO 19 BE USED BY THAT CUSTOMER IF THEY EVER CHOOSE TO DO SO. THUS, 20 IT'S STAFF'S RECOMMENDATION THAT THIS BOARD GIVE ITS APPROVAL 21 TO AUTHORIZE STAFF TO PROCEED WITH A REQUEST 22 TO THE MTC REGIONAL NETWORK COMMITTEE -- MANAGEMENT COMMITTEE, TO 23 TRANSFER \$2.7 MILLION OUT OF THE CLIPPER FLOAT ACCOUNT FOR 24



PLANT SUBSEQUENT USE IN NEXT FISCAL YEAR'S CLIPPER OPERATING 1 2 BUDGET. HAPPY TO TAKE ANY QUESTIONS. 3 CHAIR, ROBERT POWERS: THANK YOU FOR THAT PRESENTATION MR. 4 5 WEIR. MADAM CLERK, PUBLIC COMMENT ON THIS ITEM. 6 7 CLERK, WALLY CHARLES: ONE PUBLIC COMMENT ONLINE. ALETA DUPREE, 8 YOU MAY UNMUTE YOURSELF. 9 10 CHAIR, ROBERT POWERS: TWO MINUTES, MADAM CHAIR. 11 CLERK, WALLY CHARLES: TWO MINUTES TO SPEAK. 12 13 SPEAKER: ALETA DUPREE FOR THE RECORD SHE AND HER WITH TEAM 14 FOLD. THIS IS IMPORTANT. I'M IN SUPPORT. ALWAYS SUPPORTED 15 16 THIS, WE WANT TO UNLOCK VALUE THAT'S AVAILABLE AND I THINK THIS IS WELL THOUGHT DISH NEED MY CLOCK HERE. WE'RE NOT 17 PULLING A LARGE AMOUNT. DON'T THINK IT'S GOING TO AFFECT OUR 18 INTEREST EARNINGS VERY MUCH. I THINK WHENEVER WE DO THIS, WE 19 ALWAYS WANT TO SEE HOW MANY CARDS ARE BEING WOKEN UP. AND I 20 21 HAVE ALWAYS HAD REGISTERED CARDS, AND THE CURRENT ONE I HAVE IS NOT REGISTERED. EVEN IF I DON'T COME TO THE BAY AREA FOR 22 FOUR YEARS, YOU WILL STILL BE AWARE OF IT. BUT WE DO WANT TO 23 ASK OURSELVES ABOUT THOSE WHO AREN'T REGISTERING THEIR CARDS. 24 25 I'LL STOP SOON, BECAUSE YOU STARTED THE CLOCK LATE. AND WE

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WANT TO ASK WHY. WE CAN'T LEGISLATE IT, BUT HOW CAN WE 1 INCENTIVE IT? I DON'T THINK THAT 30 MILLION IS GOING TO WAKE 2 3 UP TOMORROW. BUT I DO OFTEN THINK ABOUT THE PARABLES OF SLEEPING GIANTS, AND OF WALKING THROUGH BATTERY PARK WHEN YOU 4 5 GET CLOSE TO A FLOCK OF PIGEONS AND THEY ALL START FLYING. THIS IS IMPORTANT, BUT WE HAVE TO ASK IN THE LARGER SPACE, HOW 6 7 CAN WE INCENTIVIZE PEOPLE TO REGISTER THEIR CARDS. THANKS. 8 CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS 9 ONLINE. THERE IS NO ONE ELSE IN THE ROOM WITH A CARD, AND 10 THERE WAS NOTHING RECEIVED IN WRITING. 11 12 CHAIR, ROBERT POWERS: OKAY. THANK YOU, MADAM CLERK. AGAIN, 13 BOARD MEMBERS, AN ACTION ITEM IN FRONT OF YOU. IS THERE A 14 MOTION AND SECOND ON MR. WEIR'S PRESENTATION? 15 16 ANDY FREMIER: I'LL MOVE IT. FREMIER. 17 18 MICHAEL HURSH: SECOND FROM HURSH. 19 20 21 CHAIR, ROBERT POWERS: MOTION FROM FREMIER; A SECOND HURSH, MADAM CLERK. COUNCIL MEMBERS, DISCUSSION? COMMENTS, CONCERNS? 22 23 **GREG RICHARDSON:** ONE QUESTION. 24 25

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CHAIR, ROBERT POWERS: GREG RICHARDSON, VTA. 1 2 GREG RICHARDSON: CLARIFY ONE THING. THIS DOESN'T IMPACT CARD 3 HOLDERS, WHICH IS GOOD ULTIMATELY. DO WE TRACK OR IDENTIFY 4 5 THAT EVENTUALLY SOMEONE WITH A CARD THAT HASN'T BEEN ACTIVE FOR YEARS ACTUALLY DID USE IT? SOMETHING WE CAN SEE? 6 7 8 SPEAKER: YES. THAT IS CERTAINLY THE CASE, THAT WE CAN TRACK INDIVIDUAL CARDS. OBVIOUSLY WE DON'T KNOW THE IDENTITY OF A 9 10 PERSON. BUT WE CAN SEE THAT CARDS DO BECOME UTILIZED AGAIN. HOWEVER, THAT'S A RELATIVELY LOW PERCENTAGE. LESS THAN 5%. 11 12 GREG RICHARDSON: OKAY. THANK YOU. 13 14 15 CHAIR, ROBERT POWERS: MOTION AND SECOND. ALL THOSE IN FAVOR, 16 SAY AYE. [AYES] 17 18 CHAIR, ROBERT POWERS: AYE. ANY OPPOSED? NOT SEEING ANY. MADAM 19 CLERK, PLEASE NOTE IT PASSED UNANIMOUSLY. MOVING ON TO AGENDA ITEM NUMBER 3B. AND LET ME FRAME UP THIS FOR A SECOND HERE. 20 21 THIS IS OUR TWO-YEAR BUDGET AND WORKPLAN. AND EDWARD REMINDED THAT WE BROUGHT THIS AS AN INFORMATION ITEM TO THE 22 ME EARLIER BOARD IN MARCH THIS IS THE SECOND TIME THAT THE BOARD HAS 23 HEARD THIS ITEM FOR THE TWO YEAR BUDGET, THIS TIME, IN FRONT 24 OF THIS BOARD. IT IS AN ACTION ITEM AND WE'LL BE LOOKING TO 25



1 TAKE AN ACTION ON IT. SO WITH THAT EDWARD I'LL TURN THIS OVER 2 TO YOU.

3

EDWARD MENG: THANK YOU CHAIR POWERS. EDWARD MENG, MTC STAFF, I 4 5 AM PRESENTING THE TWO YEAR CLIPPER OPERATING CAPITAL BUDGET FOR THIS BOARD'S APPROVAL. FOR CLARIFICATION FISCAL YEAR 2024, 6 AND 2025, AND '25/'26 ARE THE TWO FISCAL YEARS THAT ARE UNDER 7 8 REVIEW AND REOUESTED FOR APPROVAL OUTLINED IN RED IN THE ATTACHMENTS IN MARSH AS AN INFORMATION ITEM WE RECEIVED A 9 10 REQUEST TO NOT ONLY DISCUSS THE TWO YEAR BUDGET THAT IS REQUESTED FOR APPROVAL BUT TO PROVIDE CONTEXT ON PRIOR BUDGET 11 APPROVALS AND ACTUAL COST INCURRED BY THE PRIOR PROGRAM 12 APPROVED BY THIS BOARD. BUDGETS APPROVED BY THIS BOARD HAVE 13 ASSUMED KEY MILESTONES THAT HAVE BEEN BASED ON THE MOST 14 RECENTLY APPROVED CUBIC SUBMITTED SCHEDULES. BASED ON PRIOR 15 16 BUDGET CYCLES CLIPPER STAFF HAVE GENERALLY BUDGETED CONSERVATIVELY IN ORDER TO AVOID LAST MINUTE REQUESTS FOR 17 ADDITIONAL OPERATING FUNDS AT THE END OF EACH FISCAL YEAR IN 18 ORDER TO PAY LATE FISCAL YEAR INVOICES AND OPERATING EXPENSES. 19 THE LAST TWO FISCAL YEARS THE ACTUAL EXPENSES HAVE NOT 20 21 EXCEEDED APPROVED BUDGET BY THIS BOARD IN FISCAL YEAR 2022, THE BOARD APPROVED A \$40.5 MILLION OPERATING BUDGET 22 2023 WHILE ACTUAL EXPENDITURES CAME IN AT 34.5 MILLION. THE 23 DIFFERENCE OR SAVINGS BETWEEN THE APPROVED AND ACTUAL EXPENSES 24 ARE FROM THESE EFFORTS TO ENSURE ACTUAL COST CAN BE PAID FOR 25

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CONSERVATIVELY. LAST FISCAL YEAR THE BOARD APPROVED AN 1 OVERALL C ONE66.1 MILLION OPERATING BUDGET AND ACTUALS ARE AT 2 3 35 MILLION ONLY SAVINGS ARE SIGNIFICANT ATTRIBUTABLE TO ASSUMPTIONS LAST YEAR EXPECTED SYSTEM INTEGRATOR ACHIEVED 4 5 CERTAIN MILESTONE TRIGGERED FROM HIGHER O&M FOR ACCOUNT BASED SYSTEM AND PARALLEL OPERATIONS OF C1 AS WELL AS CORRESPONDING 6 C2. WE BUDGET CONSERVATIVELY TO ENSURE EXPENSES CAN BE COVERED 7 8 OVER THE ENTIRE FISCAL YEAR AND THAT SIGNIFICANT MILESTONES AND TRIGGERS FOR O&M ARE BASED ON THE MOST RECENTLY APPROVED 9 PROJECT SCHEDULE FROM CUBIC. LATER IN THIS AGENDA WE'LL BE 10 DISCUSSING THE MOST RECENT UPDATES WITH THE PROJECT SCHEDULE 11 PROJECT SCHEDULE SIMILAR TO PRIOR FISCAL YEARS WE EXPECT OUR 12 BUDGET ESTIMATES TO BE ABLE TO COVER ACTUAL EXPENSES. DELAYS 13 IN THE SCHEDULE SELL RESULT IN ACTUAL COST LES THAN WHAT WE'RE 14 ASKING REQUESTING FOR BUDGET APPROVAL. I.E., FUNDS THAT YOUR 15 16 AGENCY HAS SET ASIDE FOR CLIPPER O&M MAY NOT BE NEEDED OR INVOICED AND LIKELY COULD BE USED FOR OTHER PURPOSES. WE POINT 17 OUT MAJOR HIGHLIGHTS AND ASSUMPTIONS OPERATING AND CAPITAL 18 WHICH WE WENT INTO GREATER DISCUSSION IN DETAIL AT THE 19 BUDGET LAST CLIPPER BOARD MEETING. RATHER THAN HIGHLIGHT INDIVIDUALLY 20 21 I'LL SAY OVERALL WE BELIEVE THE CLIPPER PROGRAM IS STABLE IN 22 NEAR-TERM AND WITH THE ASSISTANCE OF MTC' FUNDING STAFF THE 23 WE FEEL CONFIDENCE THAT OPERATIONS ARE FULLY FUNDED IN THE NEXT TWO FISCAL YEARS THAT ARE BEING ASKED TO APPROVE BY THIS 24 BOARD. WE UNDERSTAND THE NEED TO SEEK ADDITIONAL FUNDING 25 SO

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CAPITAL PROJECTS CAN BE SUPPORTED WE'RE COMMITTING TO RETURN
 TO THIS BOARD IN SIX MONTHS TO PROVIDE UPDATE ON THE CLIPPER
 BUDGET AND TO SHARE MID-YEAR ACTUAL EXPENSES VERSUS BUDGET AT
 THAT TIME. AT THIS POINT I'M HAPPY TO TURN THE FLOWER OVER TO
 THE BOARD FOR YOUR QUESTIONS OR DISCUSSION AND RESPECTFULLY
 REQUEST APPROVAL OF THE TWO YEAR OPERATING CLIPPER CAPITAL
 BUDGET.

8

9 CHAIR, ROBERT POWERS: THANK YOU EDWARD. MADAM CLERK DO WE
10 HAVE PUBLIC COMMENT EITHER VIRTUAL OR IN-PERSON ON THIS ITEM.
11

12 CLERK, WALLY CHARLES: ONE SPEAKER ONLINE TO SPEAK. TWO13 MINUTES.

14

SPEAKER: THANK YOU CHAIR BOB POWERS. ALETA DUPREE FOR THE 15 16 RECORD SHE AND HER WITH TEAM FOLD. I BELIEVE THIS IS A GOOD BUDGET AND I REALLY DO CREDIT THE TEAM FOR HISTORICALLY 17 STAYING WITHIN BUDGET. IT SHOWS THAT WE ARE KEEPING AN EYE ON 18 THINGS AND MANAGING OUR RESOURCES. I HAVE ALWAYS 19 SUPPORTED DOING A BIANNUAL BUDGET BECAUSE NOW WE CAN WORK 20 THIS THROUGH 21 FOR TWO YEARS. INSTEAD OF HAVING TO REVISIT IT EVERY YEAR, WE HAVE A LONGER TIMELINE TO GO BY. BUT THIS BUDGET, AS YOU KNOW, 22 WILL GIVE YOU THE LEGAL AUTHORITY TO SPEND THE MONEY. AS 23 CLIPPER TWO IS COME SOON. I AM SURE WE'LL HEAR ABOUT THAT 24 LATER. I'M LOOKING FORWARD TO SEEING HOW THAT WILL PLAY OUT. 25

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THIS IS VERY COMPLEX WORK. I ENJOY -- I STILL HAVEN'T SEEN 1 2 THE WHOLE THING. I WAS WATCHING AN MTA MEETING THIS MORNING 3 IN NEW YORK, WITH UPDATES TO THEIR PAYMENT SYSTEM, ONE OF THE BIGGEST IN THE WORLD. SO, LET'S KEEP AFTER THIS. WE HAVE A 4 5 GOOD TEAM IN PLACE. AND ALWAYS BE INFORMED. THANK YOU. 6 7 CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS 8 ONLINE NO CARD RECEIVED AND NO ONE IN THE ROOM. THANK YOU. 9 CHAIR, ROBERT POWERS: THANK YOU FOR THAT MADAM CLERK. BOARD 10 MEMBERS WE HEARD THIS ITEM IN GREAT DETAIL IN MARCH. WE HEARD 11 AN UPDATE FROM EDWARD JUST MOMENTS AGO. COMMENTS. AND THIS IS 12 ON AN ACTION ITEM AND LET ME SEE IF THERE IS A MOTION AND 13 14 SECOND HERE. 15 16 ANDREW FREMIER: MOVE IT. FREMIER. 17 SPEAKER: SECOND. 18 19 CHAIR, ROBERT POWERS: MOTION FROM FREMIER, AND A SECOND FROM 20 21 GREG, FROM VTA. COMMENTARY FOR QUESTIONS? CONCERNS FOR EDWARD? 22 YES, CHRISTY WEGENER. 23 CHRISTY WEGENER: THANK YOU, CHAIR. I JUST HAVE A QUICK 24 QUESTION. THANK YOU FOR THE PRESENTATION, BY THE WAY. WE 25

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CURRENTLY CHARGE \$3 AS AN AGENCY TO SELL A CLIPPER CARD. ARE 1 THE REVENUES FOR THOSE TRANSACTIONS INCLUDED IN LINE 25? IS 2 3 THAT THE CARDS AND FARE MEDIA FEES THIS, IS ON ATTACHMENT A. 4 5 EDWARD MENG: YES. 6 7 CHRISTY WEGENER: AND WILL THERE BE ANY CHANGE TO THE COST OF 8 THE CARDS WITH CLIPPER TWO OR ARE WE EXPECTING TO MAINTAIN 9 THAT \$3 PRICE. 10 EDWARD MENG: THERE ARE CURRENTLY NO PLANS TO CHANGE THAT BUT 11 THAT BEING BE A DISCUSSION THAT THE BOARD COULD TAKE ON. 12 13 CHRISTY WEGENER: THANK YOU. 14 15 16 CHAIR, ROBERT POWERS: GREG? 17 GREG RICHARDSON: ONE PROCEDURAL QUESTION, THE BUDGET RIGHT 18 19 NOW IS BEING APPROVED ASSUMING THERE IS \$800,000 SURPLUS THAT COMES OVER FROM THIS YEAR WHICH GETS US TO A \$200,000 20 FAVORABLE VARIANCE, SO WHAT NAPS THAT \$800,000 DOESN'T COME TO 21 22 FRUITION DO WE COME BACK TO THIS BOARD TO AMEND IN SOME FORM OR FASHION THE BUDGET TO ADDRESS THAT? JUST CURIOUS ABOUT 23 THE PROCESS. 24



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EDWARD MENG: IF AVAILABLE FUNDING THAT IS PROPOSED IS NOT

2 ULTIMATELY AVAILABLE WE WOULD NEED TO RETURN TO THIS BOARD. 3 GREG RICHARDSON: THANK YOU. 4 5 CHAIR, ROBERT POWERS: GREG TO AT TO YOUR COMMENT, TO WHAT 6 EDWARD SAID WE'RE GOING TO BE BACK TO THIS BOARD IN SIX MONTHS 7 8 WITH A BUDGET UPDATE SO WE'LL HAVE THE DATA SET THERE AND TAKE THE APPROPRIATE STEPS NECESSARY SHOULD WE NEED TO. OKAY. ANY 9 OTHER QUESTIONS? OKAY. SO, WE HAVE A MOTION AND A SECOND, 10 MADAM CLERK. ALL THOSE IN FAVOR SAY AYE. [AYES] ANY OPPOSED? 11 I'M NOT SEEING ANY. MADAM CLERK, FOR THE RECORD, IT PASSED 12 13 UNANIMOUSLY. 14 15 CLERK, WALLY CHARLES: THANK YOU. 16 CHAIR, ROBERT POWERS: MOVING TO AGENDA ITEM 3C. THIS AGENDA 17 18 ITEM IS AMENDMENTS TO TWO CONTRACTS. THE FIRST CONTRACT IS WITH MIG AND TO PROVIDE CUSTOMER EDUCATIONAL SUPPORT TO 19 THE NEXT GENERATION CLIPPER PROGRAM AND ADVERTISING FOR THE 20 21 CLIPPER START. THAT'S THE ONE ELEMENT THERE. AND THEN THERE'S 22 THE 400K TO THE CARIBOU. AND CARIBOU DOES CLIPPER START OUTREACH ASSISTANCE. SO, THEY'RE TWO SEPARATE THINGS. AND I 23 KNOW LISA, I'M IN YOUR WHEELHOUSE, BUT I WANTED TO FRAME 24 THIS UP FOR THE BOARD HERE, THAT THESE TWO AMENDMENTS FOR TWO 25



VERY IMPORTANT AND COMPLEMENTARY EFFORTS GOING ON RIGHT NOW.
 WHY DON'T YOU TAKE THE FLOOR?

3

LYSA HALE: THANK YOU. GOOD AFTERNOON BOARD MEMBERS. LYSA HALE 4 5 CLIPPER STAFF. NOW I HAVE TO PUT MY GLASSES ON. WHILE WE HAVE ONGOING NEEDS FOR OUR CUSTOMER EDUCATION FIRM TO FULFILL, SUCH 6 AS PRODUCING PRINT MATERIALS, MANAGING SOCIAL MEDIA, AND SO, 7 8 ON WE ALSO WILL HAVE A MOUNTAIN OF WORK RELATED TO LAUNCH OF THE NEXT GENERATION CLIPPER SYSTEM. THIS WORK WILL INCLUDE 9 10 ADVERTISING WHICH IS A SIGNIFICANT NEED, NEW WEB CONTENT THAT INCLUDES INFORMATION ABOUT NEW SYSTEM FEATURES HOW THEY 11 WORK TARGETED E-MAILS TO CURRENT CUSTOMERS COMPREHENSIVE 12 SOCIAL MEDIA CAMPAIGN TRAINING MATERIALS FOR THE OPERATOR 13 MARKETING AND CUSTOMER SERVICE STAFF THE PEOPLE WE WORK WITH 14 15 AT YOUR AGENCIES, CUSTOMER EDUCATION PRESENTATIONS OF 16 INFORMATION ABOUT THE NEXT GENERATION CLIPPER SYSTEM. IN ADDITION THIS CONTRACTOR WILL BE CONDUCTING ALL ADVERTISING 17 FOR THE CLIPPER START PROGRAM. THIS BODY IS FAMILIAR WITH THE 18 DESIRE BY MTC AND THE TRANSIT OPERATORS TO INCREASE 19 PARTICIPATION IN CLIPPER START AND THE CUSTOMER 20 EDUCATION 21 CONTRACTOR WILL PERFORM TASKS SUCH AS DEVELOPING ADS, PURCHASING MEDIA, PLACING ADS THROUGH A VARIETY OF METHODS 22 AND DEVELOPING NEW WEB SITE CONTENT THIS COMPLETED EQUITY 23 EFFECTIVENESS REVIEW THIS WORK HAS BEEN FULFILLED IN THE PAST 24 BY MIG INCORPORATED. CLIPPER ALSO CONTRACTS WITH A FIRM TO 25

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CONDUCT COMMUNITY-BASED OUTREACH IN SUPPORT OF THE CLIPPER 1 MEANS BASED TRANSIT FARE DISCOUNT PROGRAM SINCE MAY 2 START 3 2023 THE CONTRACTOR SERVING IN THIS CAPACITY HAS BEEN CAR BOW PUBLIC RELATIONS INCORPORATED FISCAL YEAR 2024/2025 WE 4 5 ANTICIPATE CARIBOU WILL WORK WITH COMMUNITY-BASED ORGANIZATIONS ON EVENTS AND OTHER WAYS TO PROMOTE THE PROGRAM. 6 POST FLYERS AND POSTERS ABOUT CLIPPER START IN PUBLIC PLACES, 7 8 DISTRIBUTE BROCHURES TO LIBRARIES AND OTHER ORGANIZATIONS FOR DISTRIBUTION AND ALSO SUBCONTRACT WITH UP TO TEN COMMUNITY 9 BASED ORGANIZATIONS TO HAVE THEM CONDUCT TARGETED OUTREACH TO 10 THEIR SERVICE POPULATIONS WE HAVE USED THIS APPROACH ALREADY 11 AND WOULD LIKE TO EXPAND THIS EFFORT BASED ON RECOMMENDATIONS 12 IN THE CLIPPER START EVALUATION REPORT. WE'RE ASKING THIS BODY 13 TO APPROVE AMENDMENTS TO THE MIG CONTRACT IN THE AMOUNT EVER 14 15 \$3,600,000, AND THE CARIBOU CONTRACT IN THE AMOUNT OF 16 \$400,000. WE'LL BE BACK IN JUNE TO GIVE A DETAILED UPDATE ON THE MARKET PLANNING FOR THE NEXT GENERATION SYSTEM. AND WITH 17 THAT I'M HAPPY TO ANSWER ANY OUESTIONS. 18

19

20 CHAIR, ROBERT POWERS: OKAY. MADAM CLERK, PUBLIC COMMENT FOR
21 POLICE STATION HALE ON THIS ITEM, EITHER VIRTUALLY OR IN THE
22 ROOM?

23

24 CLERK, WALLY CHARLES: YES. WE HAVE ONE SPEAKER ONLINE. ALETA
25 DUPREE, YOU MAY UNMUTE YOURSELF.

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SPEAKER: THANKS AGAIN CHAIR BOB POWERS, ALETA DUPREE FOR THE 2 3 RECORD SHE AND HER WITH TEAM FOLD. ENJOY LISA'S WORK. THIS IS REALLY IMPORTANT. VALUE EDUCATION CAN NEVER UNDERESTIMATE I 4 5 HAVE BEEN DOING CLIPPER FOR 14 YEARS AND I'M STILL LEARNING NEW THINGS ABOUT CLIPPER. I FEEL CLIPPER IS ABSOLUTELY 6 ESSENTIAL AND IT'S A GREAT WAY TO ON-BOARD PEOPLE INTO CLIPPER 7 8 ESPECIALLY PEOPLE WHO ARE PAYING CASH, BUT NOW WITH CLIPPER START, THEY CAN SAVE MONEY. THEY DON'T HAVE MONEY TO CARRY 9 AROUND AND THINGS THAT COULD HAPPEN TO IT. REGISTER THE 10 CARDS, AND MONEY ON THE SYSTEM. THERE IS A LOT OF BENEFITS TO 11 THIS. IT'S GOING TO TAKE DEEP OUTREACH. IT'S HARD HELPING SOME 12 PEOPLE CLOSE TO ME IN NEW YORK TO GIVE UP THEIR PAPER METRO 13 CARDS IN NEW YORK AND NOW THEY'RE ENJOYING IT DOING OMNI. BUT 14 15 SOMETHING WE DON'T HAVE A CLEAR ANSWER ABOUT, THAT AS GOOD AS 16 CLIPPER START IS, HOW CAN WE MAKE SURE THAT IF A PERSON APPROACHING CLIPPER IS ELIGIBLE FOR THE RTC DISCOUNT, THAT 17 WE'RE GOING TO GET THEM INTO RTC? AND BECAUSE SOME OF 18 THE AGENCIES OFFER BIGGER DISCOUNTS ON RTC THAN CLIPPER START, I 19 DON'T WANT RTC TO -- I DO NOT WANT CLIPPER START TO BE AT THE 20 21 EXPENSE OF RTC. SO, I THINK OUR OUTREACH NEEDS TO INCLUDE RTC 22 SO WE CAN GET PEOPLE THE BEST DISCOUNT THAT IS AVAILABLE TO 23 THEM. THANK YOU.

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CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS 1 2 ONLINE. THERE IS NO ONE WITH A CARD IN THE ROOM, AND THERE WAS 3 NOTHING RECEIVED IN WRITING. THANK YOU. 4 5 CHAIR, ROBERT POWERS: OKAY. THANK YOU FOR THAT, MADAM CLERK. COMMITTEE MEMBERS, THE STAFF RECOMMENDATION IS TO MOVE 6 FORWARD WITH BOTH CONTRACT AMENDMENTS FOR 3.6 AND 400K. 7 SO, 8 IS THERE A MOTION AND A SECOND ON THIS ITEM HERE? 9 SPEAKER: I'LL MAKE A MOTION. MCCULLOUGH. 10 11 DAVID WEIR: SECOND. 12 13 CHAIR, ROBERT POWERS: OKAY. MCCULLOUGH, MOTION. AND WEIR, 14 SECOND. MADAM CLERK. COMMENTS DISCUSSION? YEAH? 15 16 SPEAKER: JUST HAD A QUESTION. VERY SUPPORTIVE OF THIS PROGRAM. 17 I WANT IT TO BE SUCCESSFUL. I WAS CURIOUS IF THE COMMUNITY-18 BASED ORGANIZATIONS HAVE ALREADY BEEN IDENTIFIED AND IF THERE 19 ARE THROUGHOUT THE BAY AREA AND MAYBE HOW WE KNOW ABOUT 20 21 THOSE? 22 23 LYSA HALE: WE ACTUALLY WORKED WITH OUR -- WITH LOCAL SOCIAL SERVICE AGENCIES IN EACH COUNTY AND, ALSO, COMMUNITY 24 25 FOUNDATIONS. SO, LIKE, THE EAST BAY COMMUNITY FOUNDATION, FOR



EXAMPLE. AND THEY ARE ALL AROUND THE BAY AREA, AND THEY ARE
 REFLECTING DIFFERENT DEMOGRAPHIC GROUPS. SO WE HAVE TRIED TO
 BE AS INCLUSIVE AS POSSIBLE AND BE HOPING TO EXPAND THAT
 LIST.

5

6 CHAIR, ROBERT POWERS: JOEL?

7

8 SPEAKER: TO THE STAFF, YOU SAID YOU WILL BE BACK IN JUNE, WE WOULD LIKE TO SEE DETAILS ON START, WHO IS THIS GOING TO DO 9 FOR THE START PROGRAM HOW IS IT GOING TO PROVIDE INFORMATION 10 THAT WE CAN TAKE BACK TO OUR BOARDS TO SAY, YES, WE'RE 11 ACTUALLY GOING AFTER THE POPULATION GROUPS WHERE WE THINK 12 SMART IN THE AREAS IN THE LOCATIONS IN THE COMMUNITIES BASED 13 GROUPS THAT WE THINK IS GOING TO MAKE A DIFFERENCE AND WE'RE 14 15 GOING TO RAISE RIDERSHIP OUT OF THAT?

16

17 LYSA HALE: ABSOLUTELY.

18

19 SPEAKER: WE DON'T HAVE A SPECIFIC NEED, BUT WOULD LIKE TO SEE 20 SOME DETAILS. WE REPRESENT ONE AREA AND OTHERS ARE INTERESTED 21 IN WHAT'S GOING ON IN THEIR AREA AS WELL.

22

23 LYSA HALE: YEAH. ABSOLUTELY.



CHAIR, ROBERT POWERS: GOOD COMMENT, JOE. WE HAVE A MOTION AND 1 2 SECOND. GREG? 3 GREG RICHARDSON: ONE LAST CLARIFICATION. WHEN I LOOK AT THIS, 4 5 THE ACTIONS NOW ARE TO ADD MONEY. IS THERE ANOTHER ACTION THAT WILL COME LATER THAT EXTENDS THE CONTRACT? OR IS THE 6 7 MONEY MEANT TO EXTEND THE CONTRACT? 8 LYSA HALE: THE MONEY IS MEANT TO EXTEND THE CONTRACT. 9 10 GREG RICHARDSON: THAT'S HOW THE PROCESS WORKS? 11 12 LYSA HALE: YES. 13 14 15 GREG RICHARDSON: ALL RIGHT. 16 CHAIR, ROBERT POWERS: GOOD CLARIFICATION. I HAD ONE QUESTION, 17 LYSA. BEFORE WE GO TO THE VOTE HERE. THE, UM -- JUST COMFORT 18 ME -- CROSSWALK THIS ASK WITH WHAT EDWARD JUST APPROVED. 19 THIS IS CONSISTENT WITH THE BUDGET THAT WE JUST -- I MEAN, 20 IT'S --21 22 LYSA HALE: IT IS. 23 CHAIR, ROBERT POWERS: -- MANIFESTED IN EDWARD'S BUDGET RIGHT? 24 25 SO, THERE IS CONSISTENCY THERE AND ALL THAT?

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1 LYSA HALE: IT'S IN TWO BUDGETS. THERE'S A PORTION OF IT FOR 2 3 CLIPPER -- FOR CLIPPER, IS IN THE CLIPPER BUDGET. AND THEN THE PORTION OF IT THAT'S FOR CLIPPER START IS IN THE CLIPPER 4 5 START BUDGET. 6 7 CHAIR, ROBERT POWERS: GOT IT. BUT THEY'RE BOTH SUBSETS OF WHAT 8 WE JUST APPROVED FOR MENG. 9 LYSA HALE: THE CLIPPER START BUDGET IS SEPARATE --10 11 CHAIR, ROBERT POWERS: GOT IT. 12 13 LYSA HALE: -- AND IS NOT PART OF THE -- THAT -- THAT BUDGET IS 14 -- THOSE FUNDS ARE INCLUDED IN THE CLIPPER START BUDGET THAT'S 15 16 GOING TO MTC FOR APPROVAL IN JUNE FOR OUR AGENCY. 17 CHAIR, ROBERT POWERS: IN JUNE. GOOD TO KNOW. OKAY. WE HAVE A 18 19 MOTION AND SECOND. A GOOD DISCUSSION. ALL THOSE IN FAVOR 20 STATE AYE, PLEASE? [AYES] 21 22 CHAIR, ROBERT POWERS: ANY OPPOSED. I'M NOT SEEING ANY. MADAM 23 CLERK, FOR THE RECORD PASSES UNANIMOUSLY. AND THAT WAS ITEM 3A. 24 25



1 CLERK, WALLY CHARLES: 3C.

2

3 CHAIR, ROBERT POWERS: OH LET ME SEE. LET ME CHECK YOU, MADAM
4 CLERK, 3C. STAND CORRECTED. YOU CORRECTED ME. SO 3C, WE'RE
5 COMPLETED. 3D. THIS IS ANOTHER CONTRACT, LIST OF TECHNICAL -6 TO ADD 1.2 MILLION ARCADIS CONTRACT TO PROVIDE AND TECHNICAL
7 ADVICE TO MTC AND THE OPERATORS, AND THIS IS ALL ABOUT C2.
8 SO, WITH THAT, EDWARD, ARE YOU GOING TO WALK THE BOARD THROUGH
9 THIS ITEM, PLEASE?

10

EDWARD MENG: YES. THANK YOU, CHAIR POWERS. JUST AS 11 CLARIFICATION THIS ITEM REOUESTS BOARD APPROVAL FOR THREE 12 DIFFERENT CONTRACT ACTIONS TO CONTINUE TECHNICAL AND 13 ADVISORY SERVICES FOR THE CLIPPER PROGRAM TO JUNE 30TH, 2025. 14 15 ALL OF THESE POTENTIAL CONTRACT ACTIONS ARE INCLUDED AND 16 CONTEMPLATED IN THE TWO-YEAR CAPITAL BUDGET THAT WAS JUST APPROVED BY THIS BOARD. SO, LET ME START WITH ARCADIS. THE 17 CONTRACT WAS AWARDED TO ARCADIS, FORMERLY THE IBI GROUP, IN 18 2015. IT ORIGINALLY PROVIDED A CONTRACT PERIOD TERM THROUGH 19 JUNE 2020 WITH OPTIONS TO EXTEND UP TO AN ADDITIONAL TEN 20 21 YEARS. THIS FLEXIBLE CONTRACT TERM WAS SET UP TO ALLOW MTC TRANSIT OPERATORS THE OPPORTUNITY TO PERIODICALLY 22 AND THE EVALUATE UPCOMING NEEDS FOR TECHNICAL ADVISER SUPPORT 23 FOLLOWING KEY PROCUREMENT SYSTEM DESIGN AND IMPLEMENTATION 24 MILESTONES. THE CURRENT CONTRACT TERM ACTUALLY ENDS IN JUNE 25

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30TH, 2024. SO, JUST A LITTLE OVER A MONTH FROM TODAY. THE 1 2 PROPOSED CONTRACT AMENDMENT WOULD ADD \$1.2 MILLION FOR 3 ARCADIS'S SUPPORT AND EXTEND THE CONTRACT TERM THROUGH YEAR THROUGH JUNE 30TH, 2025. THE AMENDMENT WOULD NOT ALTER THE 4 5 SCOPE OF ARCADIS'S SERVICES BUT IS A CONTINUATION OF THEIR CURRENT SCOPE OF WORK. WE BELIEVE THAT ARCADIS EXPERTISE WILL 6 BE NEEDED UNTIL THE REGION HAS FULLY TRANSITIONED TO THE FULL 7 8 ACCOUNT BASED SYSTEM AND THROUGH TO THE SYSTEM COMPLETION MILESTONE ESTIMATED IN 2025. MTC AND OPERATOR STAFF CONTINUE 9 TO BE SATISFIED WITH ARCADIS'S WORK. ARCADIS TEAM IS INTEGRAL 10 TO THE OVERALL CLIPPER. THIS BOARD APPROVED A \$550,000 11 CONTRACT IN JANUARY FOR ARCADIS. WE CURRENTLY HAVE 12 APPROXIMATELY HALF OF THAT 212,000 REMAINING OF THE 550 13 CONTRACT APPROVAL. WE ANTICIPATE APPROXIMATELY AN 14 ADDITIONAL 15 1.82 MILLION IN EFFORT FOR CONTINUED PROGRAM IMPLEMENTATION, 16 WHICH INCLUDES TESTING AND TRANSITION SUPPORT, AND TEST FOR WITNESSING THE UPCOMING MULTIPLE TEST PHASES. MOST WORK GOING 17 FORWARD IS FALLING UNDER TASK ORDERS WE HAVE BEEN ISSUING FOR 18 THE REMAINDER OF 2024 AND INTO 2025, AS WE EXPECT SIGNIFICANT 19 AS TESTING MOVES INTO THE PRETRANSITION PHASE. 20 RAMP UP 21 THERE ARE A LOT OF TEST PROCEDURES TO REVIEW AND TO WITNESS 22 FOR THE UPCOMING ACCOUNT BASED TESTING AND A BIG EFFORT BEFORE 23 THE FULL ACCOUNT BASED PILOT CAN START. SO, THE NEXT CONTRACT ITEM THAT I PLAN TO DISCUSS IS INVOKE. THIS AMENDMENT ADDS 24 \$250,000 TO THE CONTRACT TO ENABLE INVOKE TO PROVIDE ONGOING 25

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ASSISTANCE BASED ON SUPPORTING IMPLEMENTATION OF CONTACTLESS 1 FARE PAYMENT SYSTEMS AND MOBILE APES AND MOBILITY AS A SERVICE 2 PLATFORMS FOR PROGRAMS SUCH AS L.A. METRO'S TAP PROGRAM AND 3 CHICAGO'S VENTRA CARD. CONSEQUENTLY THERE IS ALSO ONGOING 4 5 NEED FOR INVOKE TO ASSIST WITH PROJECT MANAGEMENT TEAM AND MITIGATE SCHEDULE RISK AND TO ASSIST WITH PROJECT STATUS 6 7 COMMUNICATIONS AS WE MOVE CLOSER TO STARTING CUSTOMER 8 TRANSITION, THEN FINALLY ARC AMENDMENT ADDS \$200,000 TO THE 9 CONTRACT TO ENABLE OUR ALTERNATIVES TO PROVIDE ONGOING ASSISTANCE IN FINANCIAL PLANNING REGULATORY COMPLIANCE OTHER 10 AND GRANT PROJECT ADMINISTRATION SUPPORT ARC HAS BEEN 11 THE PROGRAM IN SEVERAL CAPACITIES SINCE CONTRACTED 12 ASSISTING EPS AROUND A YEAR AGO THIS INCLUDES ANALYSIS WHICH LED TO 13 OFF PROGRAMS DECISION TO CONTINUE TO WAIVE THE \$3 FEE FOR NEWLY 14 ISSUED MOBILE CARDS AND OH, NO GOING FEDERAL FINANCIAL 15 16 MANAGEMENT REQUIREMENTS AND EQUIPMENT ASSET OVERSIGHT SERVICES FOR CLIPPER PROGRAM SO WITH THESE REMARKS THE REQUEST 17 BOARD'S APPROVAL TO CONTINUE TECHNICAL ADVISORY SERVICES 18 19 NEEDED TO MANAGE AND DELIVER THE CLIPPER PROGRAM. 20 CHAIR, ROBERT POWERS: THANK YOU EDWARD. MADAM CLERK, PUBLIC 21

23

22

COMMENT ON THIS ITEM?

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CLERK, WALLY CHARLES: NO ONE WITH THEIR HAND RAISED ONLINE, 1 2 NOTHING RECEIVED IN WRITING AND NO CARDS IN THE BOARDROOM. 3 THANK YOU. 4 5 CHAIR, ROBERT POWERS: THANK YOU FOR THAT MADAM CLERK. AGAIN, WE HAVE IN FRONT OF THE BOARD THREE ITEMS FOR APPROVAL HERE 6 THAT WE'LL PROBABLY TAKE ALL AT ONCE. ONE IS FOR ARCADIS, 7 8 SECOND FOR INVOKE, AND THE THIRD ONE FOR ARC ALTERNATIVES. SO LET ME JUST TAKE TEMPERATURE HERE TO SEE IF THERE IS A 9 10 MOTION. 11 MICHAEL HURSH: MOVE APPROVAL OF ALL THREE. 12 13 CHAIR, ROBERT POWERS: HURSH MOTION. 14 15 16 CHRISTY WEGENER: HAPPY TO SECOND. 17 CHAIR, ROBERT POWERS: SECOND WEGENER. WE HAVE A MOTION AND 18 19 SECOND. COMMENTS FOR EDWARD ON THESE? 20 SPEAKER: TWO QUESTIONS. ONE WAS -- AND MAYBE THIS WOULD HAVE 21 BEEN BETTER ASKED ON THE BUDGET SIDE BUT THE \$1.2 MILLION, THE 22 NEXT YEAR OF THAT TO GET US THROUGH GO LIVE, HAS THERE BEEN 23 ANALYSIS DONE? BECAUSE WE REALLY -- I KNOW WE WERE ALL HOPING 24 WE WERE GOING TO GO THIS SUMMER, HAS THERE BEEN ANALYSIS WHAT 25

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THE COST HAS BEEN FOR THAT DELAY THAT IS TAKING US PROBABLY TO 1 ABOUT THIS TIME NEXT YEAR JUST CURIOUS ABOUT THAT IF YOU DON'T 2 3 HAVE THE ANSWER THAT'S FINE. AS WE KEEP GOING THROUGH THESE CONTRACTS AND OTHER MEETING THERE IS ADDITIONAL COST OF 4 5 DELAYING. AND THE OTHER ONE I WAS CURIOUS IF YOU COULD GIVE AN EXAMPLE OF THE KIND OF -- JUST AN EXAMPLE OF THE THINGS THAT 6 ARC ARE DOING? BECAUSE I'M NOT REALLY UNDERSTANDING WHAT 7 8 THEY'RE FOR. AND MAYBE I NEED ONE OF THEM, ALSO. [LAUGHTER] SO. 9

10

EDWARD MENG: WELL, FOR THE FIRST QUESTION IN TERMS OF THE 11 COST FOR THE DELAY OF THE SCHEDULE, I DON'T BELIEVE WE HAVE 12 DONE AN ANALYSIS SO WE CAN DO THAT AND RETURN TO THIS BOARD 13 WITH MORE INFORMATION AT A LATER MONTH. FOR THE SECOND 14 QUESTION, WHICH WAS ON ARC, ONE OF THE WORK PRODUCTS THAT 15 16 THEY DELIVERED WAS AN EQUITY ANALYSIS ON THE IMPACT OF WHEN WE INITIALLY STARTED THE MOBILE CARDS, WE HAD A \$3 FEE TO THE 17 MOBILE CARD IN ADDITION TO THE PLASTIC CARD TO KEEP THEM 18 STANDARD. AFTER THE ANALYSIS IT WAS DETERMINED THAT THE IMPACT 19 TO DISPARATE COMMUNITIES WAS MINIMAL SO WE TO UNDERSTAND 20 SUBSIDIZE THE FUNDING OF THE COST OF THE MOBILE CARD AS A 21 22 RESULT OF THAT. MTC HAS ALSO RECENTLY BEEN UNDER SOME F FEDERAL REVIEWS SO ARC HAS BEEN GREAT HELP IN ASSISTANCE WITH 23 GRANT MANAGEMENT AND REQUIREMENTS ESPECIALLY AS IT RELATES TO 24 25 ASSET MANAGEMENT.

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1 CHAIR, ROBERT POWERS: OKAY. WE HAVE A MOTION AND SECOND ON THE 2 3 ITEM IN FRONT OF THE BOARD FOR ALL THREE. ALL THOSE IN FAVOR SAY AYE. [AYES] 4 5 CHAIR: ANY OPPOSITION? MADAM CLERK, FOR THE RECORD, WE 6 ARE 7 ALL APPROVED ON THAT UNANIMOUSLY. 8 CLERK, WALLY CHARLES: THANK YOU. 9 10 CHAIR, ROBERT POWERS: OKAY. WE ARE ON AGENDA ITEM NUMBER 3E. 11 AND THIS IS SOME AMENDMENTS FOR OUR CUSTOMER SERVICE CONTRACT 12 ACTION ITEMS HERE. SO, ALLISON, ARE YOU GOING TO WALK THE 13 BOARD THROUGH THOSE THAT ARE IN FRONT OF THE BOARD. 14 15 16 ALLISON EDWARDS: YES. KELLY JACKSON AND I WILL BE SHARING THIS ITEM. THERE ARE THREE SEPARATE CONTRACT ITEMS. GOOD 17 AFTERNOON, EVERYONE. I AM ALLISON EDWARDS WITH CLIPPER STAFF. 18 THIS ITEM COVERS THREE IN-PERSON CUSTOMER SERVICE CENTER 19 CONTRACT ACTIONS, WHICH HISTORICALLY HAVE BEEN PRESENTED 20 21 TOGETHER AS ONE ITEM TO THIS BOARD. I'LL PRESENT THE FIRST 22 ITEM, THEN KELLEY WILL TAKE THE NEXT TWO. AS YOU KNOW, THE CLIPPER PROGRAM FUNDS IN-PERSON CUSTOMER SERVICE CENTERS AT 23 TWO SAN FRANCISCO LOCATIONS AND AC TRANSIT'S OAKLAND 24 HEADQUARTERS. IN ADDITION TO NEW SENIOR YOUTH AND ADULT 25

CLIPPER CARDS AND SELLING VALUE THESE SERVICE CENTERS ALSO 1 REPLACE LOST AND DAMAGED CARDS, ACCEPT CASH PAYMENT FOR CARD 2 3 REPLACEMENT FEES, DISTRIBUTE CLIPPER START MATERIALS, AND PROVIDE INFORMATION ABOUT HOW CUSTOMERS CAN OBTAIN AND USE 4 5 THEIR CLIPPER MOBILE CARDS. THE SAN FRANCISCO LOCATION THAT IS PIVOTALLY LOCATED IN THE EMBARCADERO BART AND MUNI METRO 6 STATION SERVES BETWEEN 2,500 AND 3,000 CLIPPER CUSTOMERS A 7 8 MONTH. THE CURRENT CONTRACT FOR THIS LOCATION WITH TTEC GOVERNMENT SOLUTIONS EXPIRES ON JUNE 30TH OF THIS YEAR. 9 CLIPPER STAFF BEGAN PROCUREMENT FOR A NEW CONTRACT BY ISSUING 10 REQUEST FOR PROPOSALS BACK IN JANUARY. PROPOSALS WERE DUE IN 11 FEBRUARY WE RECEIVED ONE PROPOSAL FROM TTEC. THE EVALUATION 12 PANEL IS MADE UP OF BOTH MTC STAFF AND TRANSIT AGENCY STAFF 13 WHO EVALUATED THE PROPOSAL BASED ON QUALIFICATIONS AND TEAM 14 15 EXPERIENCE, WORKPLAN AND APPROACH, COST EFFECTIVENESS, PRICE 16 AND PRESENTATION, AS WELL AS THEIR STATUS AS A SMALL BUSINESS ENTERPRISE. TTEC'S PROPOSAL DEMONSTRATED STRENGTHS IN 17 EVALUATED CRITERIA AND THUS OUR PANEL IS RECOMMENDING THE 18 CONTRACT BE AWARDED TO THEM. THE CONTRACT TERM IS FOR A PERIOD 19 OF THREE YEARS THROUGH JUNE 30TH, 2027, WITH THE OPTION TO 20 21 EXTEND FOR AN ADDITIONAL FIVE YEARS IN INCREMENTS OF OUR CHOOSING. I WILL NOW PASS IT TO KELLY AND SHE'LL PRESENT THE 22 23 REMAINING ITEMS IN 3D.

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KELLEY JACKSON: IN ADDITION TO ENTERING INTO A NEW CONTRACT 1 WITH TTEC TO OPERATE THE CLIPPER CUSTOMER SERVICE CENTER AT 2 3 THE EMBARCADERO BART MUNI METRO STATION. STAFF IS RECOMMENDING THAT WE AMEND THE CONTRACT AND FUNDING AGREEMENTS 4 5 WITH NEMATODE HOLDINGS AND AC TRANSIT, RESPECTIVELY, TO MAINTAIN HISTORIC LEVELS OF IN-PERSON CUSTOMER SERVICE SUPPORT 6 NEXT YEAR. NEMATODE HOLDINGS OPERATES THE BAY 7 THROUGH 8 CROSSING STORE AT THE SAN FRANCISCO FERRY BUILDING UNDER A SOLE SOURCE AGREEMENT WITH MTC. DURING THE CURRENT FISCAL 9 THE BAY CROSSING STORE HAS COMPLETED 2300 CLIPPER SALES 10 YEAR, TRANSACTIONS AND ISSUED 900 CARDS ON AVERAGE EACH MONTH. THE 11 AC TRANSIT LOCATION SERVES EAST BAY TRANSIT RIDERS AT ITS 12 HEADOUARTERS CONVENIENTLY LOCATED NEAR BART'S 12th AND 19th 13 STREET STATIONS AND 20 LOCAL BUS LINES. AC TRANSIT REGULARLY 14 REPLACES 375 CLIPPER CARDS EACH MONTH IN ADDITION TO ISSUING 15 16 ADULT AND SENIOR CARDS. THESE AMENDMENTS WILL EXTEND THE PERIOD OF PERFORMANCE FOR BOTH AGREEMENTS TO JUNE 30TH, 2025 17 AND ADD 315,000 TO THE NEMATODE HOLDINGS AGREEMENT AND 250,000 18 TO THE AC TRANSIT AGREEMENT. WE REQUEST THE BOARD'S APPROVAL 19 OF THE THREE CONTRACT ACTIONS TO CONTINUE PROVIDING IN-PERSON 20 21 CUSTOMER SERVICES OVER THE NEXT FISCAL YEAR. AND WE'RE HAPPY TO RESPOND TO ANY QUESTIONS OR CONCERNS FROM THE BOARD AT 22 THIS TIME. 23

24



CHAIR, ROBERT POWERS: OKAY THANK YOU FOR THAT, KELLY AND 1 ALLISON. SO, LET'S FIRST GO TO MADAM -- CLARIFY. YOU WANT ME 2 3 TO GO TO PUBLIC COMMENT FIRST? 4 5 JEFFREY TUMLIN: OUESTION -- WHICHEVER --6 CHAIR, ROBERT POWERS: LET ME GO TO PUBLIC COMMENT FIRST. 7 8 LET'S HEAR FROM OUR PARTNERS IN THE PUBLIC, MISS -- MADAM 9 CLERK? 10 CLERK, WALLY CHARLES: ALETA DUPREE, PLEASE UNMUTE YOURSELF. 11 12 SPEAKER: THANKS AGAIN, CHAIR BOB POWERS. ALETA DUPREE FOR THE 13 TEAM FOLDS. I DON'T REMEMBER THE RECORD. SHE AND HER WITH 14 15 LAST TIME I USED ONE OF THESE CUSTOMER SERVICE CENTERS, BUT 16 IT'S VERY IMPORTANT THAT THEY ARE THERE. NEVER KNOW WHAT'S GOING HAPPEN. I REMEMBER IN 2016, I WENT TO NEW YORK. AND I 17 FOUND MYSELF IN THE FAR REACHES OF QUEENS, ON THE SEVEN LINE 18 WITH A DAMAGED METRO CARD. SENT TO BUY A \$3 SINGLE RIDE METRO 19 CARD AND RIDE ABOUT AN HOUR TO NUMBER THREE STREET TO GET THE 20 21 REDUCED FARE METRO CARD REPLACED. NOW THERE ARE 15 OF THESE CUSTOMER SERVICE CENTERS IN NEW YORK. SO, WE HAVE THREE, AND 22 THEY'RE CENTRALLY LOCATED. THAT SHOULD HELP FOR THE NEEDS OF 23 THOSE WHO NEED IT. AND I'M GUESSING MANY OF THEM WILL BE IN 24 THE CORE OF THE SYSTEM. OF COURSE, DAMAGED CARDS ARE PROBABLY 25

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AN EXTREME RARITY HERE. BUT, CERTAINLY, THERE IS SOMETHING TO 1 BE SAID FOR IN-PERSON ENGAGEMENT. BECAUSE SOMETIMES WEBSITES 2 3 AND AUTOMATED SYSTEMS DON'T GET THROUGH NUANCES OF WHAT PEOPLE ARE LOOKING FOR. AND CUSTOMER SERVICE CENTERS ARE ABLE 4 5 ΤO REACH OUT TO PEOPLE WITH DISABILITIES IN WAYS THAT THE AUTOMATED SYSTEMS MAY NOT BE ABLE TO. SO, IT'S ESSENTIAL THAT 6 THESE KEEP GOING. MANY PEOPLE, WHEN THEY COME TO A 7 8 TRANSPORTATION SYSTEM ARE UNFAMILIAR WITH IT. EVEN IF A PERSON HAS A CONTACTLESS PAYMENT ON THEIR PHONE. THEY STILL MIGHT 9 NOT UNDERSTAND WHAT IT'S LIKE TO INTERACT THE FARE GATE ON THE 10 NEW YORK CITY SUBWAY. SO THIS IS ABOUT MAKING IT WHERE PEOPLE 11 CAN LEARN NEW THINGS. I WOULD RATHER OUR VISITORS ARE ABLE TO 12 SOLVE THIS IN THE BEGINNING. THANK YOU. 13

14

15 CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS
16 ONLINE. THERE IS NO ONE WITH A CARD IN THE ROOM, AND THERE WAS
17 NOTHING RECEIVED IN WRITING. THANK YOU.

18

19 CHAIR, ROBERT POWERS: THANK YOU MADAM CLERK. SO, WE HAVE IN 20 FRONT OF THE BOARD HERE A STAFF RECOMMENDATION TO -- THAT 21 INCORPORATES THREE ACTION ITEMS HERE. SO LET ME SEE IF THERE 22 IS A MOTION AND SECOND. THEN I'LL GO COMMITTEE MEMBERS, 23 COMMENTS, AND CONCERNS AND QUESTIONS. IS THERE A MOTION? 24

25 DAVID WEIR: I'LL MAKE A MOTION.



1 2 ANDREW FREMIER: SECOND. 3 CHAIR, ROBERT POWERS: MOTION FROM WIRE, AND SECOND FROM MTC. 4 5 JEFFREY TUMLIN, SFMTA. 6 JEFFREY TUMLIN: NO SPECIFIC CRITICISM OF EITHER NEMATODE OR 7 8 TTEC BUT I WANT TO KNOW WHAT WE'RE DOING IN THE NEXT 12 MONTHS TO SEE IF WE CAN GET MULTIPLE BIDDERS FOR THE NEXT TIME 9 10 THIS CONTRACT GOES OUT FOR RENEWAL. 11 SPEAKER: GREAT OUESTION I DON'T KNOW THAT I HAVE AN ANSWER AT 12 THE MOMENT BUT HAPPY TO COME BACK TO THIS BOARD NEXT MONTH 13 14 WITH SOMETHING. 15 16 CHAIR, ROBERT POWERS: THANK YOU ALLISON. MIKE HURSH? 17 MICHAEL HURSH: HAPPY TO SUPPORT IT. I APPRECIATE THE 18 PARTNERSHIP SPECIFICALLY WITH MTC AND AC TRANSIT. I'M 19 DISAPPOINTED THAT WE THINK THIS IS GOING GO AWAY. I WOULD 20 PLANT THE SEED TODAY THAT HOPEFULLY WE CAN GROW AND MATURE THE 21 22 ONLINE CALLER IS EXACTLY RIGHT ABOUT THE HAND TO HAND, IN-PERSON CUSTOMER SERVICE. IF THIS IS IN FACT GOING TO BE THE 23 LAST YEAR, I HOPE THAT WE HAVE PLENTY WARNING AND FIGURE OUT 24 AN ALTERNATIVE. I WOULD ARGUE THAT WE HAVE AN INCREDIBLY BUSY 25



CUSTOMER SERVICE CENTER AND WE NEED TO FIND A WAY TO HELP PAY
 FOR IT THE WAY YOU HAVE. THANK YOU.

3

4 CHAIR, ROBERT POWERS: OKAY. WE HAVE A MOTION AND SECOND. ALL
5 IN FAVOR SAY AYE. [AYES]

6

CHAIR, ROBERT POWERS: THOSE ALL THOSE OPPOSED? THE MOTION 7 8 PASSES UNANIMOUSLY. THANK YOU FOR THAT. ALLISON, THANK YOU. KELLY, THANK YOU FOR YOUR PRESENTATION THERE. BEFORE WE MOVE 9 10 ON TO AGENDA ITEM -- SO, AGENDA ITEM NUMBER FOUR, THEN WE GO TO 4A AND 4B HERE. THESE ARE UPDATES. I DID WANT TO SAY 11 SOMETHING, JASON TO YOU AND TO EDWARD, BECAUSE I HAVE IN MY 12 HEAD, I SEE A -- AN ITEM ON THE AGENDA FOR ONE OF OUR 13 UPCOMING CLIPPER TWO MEETINGS ON WHERE WE ARE WITH COMMITMENT 14 15 TO SMALL BUSINESS. AND YOU KNOW, WE PUT OUT A LOT OF 16 CONTRACTS. WE PUT OUT A LOT OF ADDENDUM. WE DID OUITE A BIT HERE. BUT WHERE ARE WE WITH OUR COMMITMENT TO SMALL BUSINESS? 17 AND I'M -- YOU KNOW, THAT IF YOU'RE GOING TO SAY, AND I'M, 18 WITH ALL DUE RESPECT, IF YOU REPORT-OUT ON IT SOMEWHERE ELSE, 19 THAT'S YOUR BUSINESS BUT I CAN SEE AN INFORMATIONAL ITEM 20 21 ACKNOWLEDGE HERE TO THIS BOARD ON HOW WE'RE DOING WITH PUSHING WORK DOWN TO LOCAL SMALL BUSINESS ON THE DIFFERENT ELEMENTS 22 THAT WE'RE NAVIGATING IN THESE DISCUSSIONS. I CAN SEE THE ITEM 23 RIGHT NOW, IF IT WERE AT THE BART BOARD HOW I WOULD FRAME IT 24 UP. YOU AND EDWARD SHOULD BE THINKING ABOUT THAT WINE. 25

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JASON WEINSTEIN: MESSAGE RECEIVED. WE CERTAINLY CAN TALK TO
OUR CONTRACT STAFF HERE. THEY HAVE A VERY COMPREHENSIVE
PROGRAM THAT MAYBE WILL INCORPORATE EITHER WITH US PROVIDING
INPUT OR MAYBE BRINGING SOME OF THEM FOR PREVIEW.

6

1

7 CHAIR, ROBERT POWERS: JUST A SUMMARY SHEET ON HOW WE'RE DOING 8 AND WHERE IS THE OPPORTUNITY. YOU KNOW, IT DOVETAILS INTO MR. 9 TUMLIN'S COMMENT EARLIER. I CAN SEE IT IN MY HEAD ON HOW WE 10 SHOULD DO THAT. JEFF?

11

JEFFREY TUMLIN: YEAH. AND IN ADDITION TO THAT, WONDERING HOW 12 WE CAN DRAMATICALLY EXPAND THE NUMBER OF PLACE WHERE THERE IS 13 IN-PERSON ASSISTANCE. AND I'M THINKING NOT OF JUST HIRING 14 15 OTHER SMALL BUSINESSES, BUT TAPPING INTO OTHER GOVERNMENT 16 BUSINESSES. YOU KNOW, WHY CAN'T THE SAN FRANCISCO HOUSING AUTHORITY BE DESIGNATED AS A CLIPPER VENDOR TO HELP THEIR 17 CLIENTS? OR WHY AM I NOT SELLING CLIPPER CARDS AT MY CUSTOMER 18 SERVICE CENTER; RIGHT? SO, LET'S THINK CREATIVELY ABOUT HOW TO 19 MAXIMIZE THE SPREAD OF WHERE ONE CAN GET A CLIPPER CARD, AND 20 21 THAT ALSO INCLUDES THE PLACES BEYOND, FAR BEYOND WHERE ONE 22 FIND A TICKET VENDING MACHINE AT A BART STATION. HOW IN NON-BART COUNTIES CAN YOU GET A PHYSICAL CLIPPER CARD WITH 23 SOMEBODY WHO CAN EXPLAIN TO YOU HOW TO USE IT. 24

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CHAIR, ROBERT POWERS: OKAY. GOOD COMMENTS. THANKS JEFF. I 1 THOUGHT THAT WOULD BE THE APPROPRIATE TIME. JASON, KIND OF, 2 3 WRAPPED UP ALL THE ACTION ITEMS HERE BEFORE WE GOT TO OUR INFORMATIONAL ITEMS HERE. SO, THANKS TO YOU AND EDWARD FOR 4 5 THINKING THAT THROUGH. HAPPY TO DISCUSS THIS FURTHER AND FIGURE OUT WHICH MEETING WE MIGHT WANT TO AGENDAIZE THAT FOR. 6 BUT MADAM CLERK, WE'RE MOVE ON TO ITEM 4A. THIS IS THE CLIPPER 7 8 SCHEDULE IMPLEMENTATION AND DEPLOYMENT UPDATE. JASON, I'LL LET YOU FRAME THIS UP AND LEAD THE DISCUSSION. 9

10

JASON WEINSTEIN: THANK YOU, CHAIR POWERS. JASON WEINSTEIN, 11 WITH THE CLIPPER TEAM. AT OUR MARCH 25th CEB MEETING, WE 12 REPORTED THAT WE HAD BEGUN PILOTING THE NEXT GENERATION 13 SYSTEM ON FIVE OPERATORS, SFMTA, GOLDEN GATE FERRY, SAN 14 FRANCISCO BAY FERRY, CALTRAIN, AND SMART. AND AFTER COMPILING 15 16 DATA AND TEST RESULTS FROM THIS PILOT, WE HAVE IDENTIFIED ISSUES THAT NEED THE TO BE RESOLVED BEFORE WE CAN CONTINUE TO 17 THE NEXT PHASE OF TESTING. BASED ON WHAT WE HAVE LEARNED, THE 18 START OF CUSTOMER TRANSITION IS GOING TO BE DEFERRED BEYOND 19 THE SUMMER OF 2024. AND OUR FUNDAMENTAL GOAL HAS BEEN TO 20 21 ENSURE MINIMAL DISRUPTION TO CURRENT CLIPPER USERS AND 22 MAINTAINING SEAMLESS OPERATIONS WHICH REQUIRES THE NEW EOUIPMENT TO OPERATE WITHIN THE OLD SYSTEM. THESE PROGRAM 23 CHALLENGES HAVE BEEN PROVEN TO BE MORE DIFFICULT THAN HAVE 24 BEEN ESTIMATED, AND WE'RE NAVIGATING A HIGHLY DEPENDENT 25

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INTEGRATION PROCESS WITH MULTIPLE VENDORS AND ALL THE 1 SYSTEM WORK MUST BE COMPLETED PRIOR TO OUR NEXT PILOT TEST PHASE. SO, 2 AS I JUST MENTIONED, IT'S REALLY BECOME CLEAR THAT THE SUMMER 3 OF 2024 IS NO LONGER FEASIBLE IN TERMS OF LAUNCH DATE. AND OUR 4 5 FOCUS CONTINUES TO BE EXPEDITING RESOLUTION OF ISSUES, ROBUST TESTING AND A SMOOTH CUSTOMER EXPERIENCE NOW AND DURING 6 TRANSITION TO THE NEXT GENERATION SYSTEM. WE'LL CONTINUE TO 7 8 MONITOR THE PROGRESS ON CRITICAL PATH ITEMS AND REPORT BACK TO THIS BOARD NO LATER THAN SEPTEMBER 2024 AS WE GET MORE 9 SCHEDULED CERTAINTY. I'M HAPPY TO ANSWER ANY SPECIFIC 10 QUESTIONS YOU MIGHT HAVE. I AM SURE THERE WILL BE PLENTY. 11 12

13 CHAIR, ROBERT POWERS: OKAY. BEFORE WE GET INTO THIS HERE A 14 LITTLE BIT, WHY DON'T WE CHECK IN WITH OUR PARTNERS AND THE 15 PUBLIC. AND MADAM CLERK, WHAT ARE YOU SEEING THERE?

16

17 CLERK, WALLY CHARLES: ALETA DUPREE IS ONLINE WITH HER HANDS
18 RAISED. PLEASE UNMUTE YOURSELF. AND THEN THERE IS OUR NEXT
19 SPEAKER IS SEAMLESS BAY AREA.

20

21 SPEAKER: THANKS AGAIN CHAIR BOB POWERS. ALETA DUPREE FOR THE 22 RECORD, SHE AND HER WITH TEAM FOLDS. MENTION OF TESTING. I 23 HAVE BEEN DOING SOME TESTING. I HAVE A TEST CARD IN MY 24 POSSESSION RIGHT NOW. I DID GET TO USE IT A FEW TIMES WHEN I 25 WAS IN THE BAY AREA ABOUT A WEEK AND A HALF AGO. IT WAS A

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SHORT VISIT. DIDN'T GET TO DO A LOT OF THE BULK OF TESTING 1 BECAUSE DURING MOST OF THAT TIME WINDOW I WAS IN NEW YORK. I 2 3 PLAN TO CONTINUE TO TEST WHEN I'M ON ONE OF THOSE FIVE OPERATORS. I DON'T USE THOSE OPERATORS ALL THAT MUCH THOUGH 4 5 BECAUSE MOST OF MY VISITS ARE CENTER CENTERED AROUND THE EAST BAY WHAT I'M DOING IS BART AND AC TRANSIT. I HAVEN'T CONTINUED 6 TO USE IT ON MUNI, I THINK I DID ON THE SAN FRANCISCO FERRY. 7 8 OH, I HAVE. I DON'T THINK I HAVE DONE IT ON CALTRAIN. I'M GETTING OUT THERE WITH WHAT I CAN, AND IT'S GETTING GOOD 9 FEEDBACK. I CAN SAY THE EXPERIENCE DOES LOOK A LITTLE BIT 10 DIFFERENT. BECAUSE I'M SEEING A BALANCE WHEN I USE MY PHONE 11 FOR THE PAYMENT. SO, I TAP MY PHONE FOR THE LEGAL ACTUAL FARE 12 PAYMENT, AND THEN, AFTER THAT, I TAP THE TEST CARD. THE TEST 13 CARDS WILL SAY TRAVEL OKAY, BUT NOT OFTEN. DOESN'T ALWAYS SAY 14 THE BALANCE ON THE TEST CARD. MAYBE THAT'S THE WAY IT'S 15 16 SUPPOSED TO BE. BUT I HAVE SEEN THE BALANCE AT TIMES. SO, I THOUGHT I WOULD USE MY TWO MINUTES TO BE ABLE TO SHARE MY 17 PERSONAL EXPERIENCE WITH THIS. I'M LOOKING FORWARD TO GETTING 18 THIS DONE, AND, OF COURSE, WHAT'S MORE IMPORTANT IS TO GET IT 19 DONE RIGHT. EVEN IF WE HAVE WAIT A BIT. THANKS. 20

21

22 CLERK, WALLY CHARLES: THANK YOU. NEXT SPEAKER, PLEASE UNMUTE 23 YOURSELF.

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ADINA LEVIN: HELLO THIS IS ADINA LEVIN WITH SEAMLESS. AND IT 1 IS LOOKING FORWARD TO THE REST OF THE DISCUSSION WITH ANY MORE 2 3 INFORMATION AND INKLINGS AS TO THE POTENTIAL PUBLIC AVAILABILITY OF THIS SYSTEM. THE FEATURES OF THE SYSTEM, 4 5 INCLUDING THE FREE AND REDUCED PRICE TRANSFERS, AND THE OPEN PAYMENT FEATURES ARE ANTICIPATED TO HAVE A REALLY BENEFICIAL 6 EFFECT ON INCREASING TRANSIT RIDERSHIP, AS WELL AS INCREASING 7 8 PUBLIC CON IF I DENIES IN THESE COLLABORATIVE PROGRAMS THAT CAN MAKE OUR PUBLIC TRANSPORTATION SYSTEM EASIER TO USE, 9 REGROW THAT RIDERSHIP BUILD UP, THAT PUBLIC CONFIDENCE AND 10 BUILD PUBLIC CONFIDENCE AMONGST PUBLIC LEADERS TO FINANCIALLY 11 OUR PUBLIC TRANSPORTATION SYSTEM. SO LOOKING FORWARD 12 SUPPORT TO ANY MORE CLUES AS TO THE ROLL OUT PACE OF THIS PROGRAM. 13 THERE WAS SOMETHING MENTIONED EARLIER ABOUT THE POTENTIAL TO 14 15 HAVE A RELEASE DATE THAT IS A YEAR LATER, MAYBE I MISHEARD, 16 JUST LOOKING FORWARD TO ANY MORE CLUES ABOUT THE RELEASE TIME FOR THIS EXTREMELY IMPORTANT AND VALUABLE PRODUCT. THANK YOU. 17

18

19 CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS
20 WITH THEIR HAND RAISED, NO ONE IN THE ROOM WITH A CARD AND
21 NOTHING RECEIVED IN WRITING.

22

23 CHAIR, ROBERT POWERS: OKAY. THANK YOU FOR THAT, MADAM CLERK.
24 LET ME TURN TO OUR DIRECTORS HERE. COMMENTS, CONCERNS?
25 ADVICE? COMING DOWN HERE. MIKE?

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1 MICHAEL HURSH: I FEEL LIKE I'M THE BAD COP HERE. THIS IS 2 3 CERTAINLY BAD NEWS. APPRECIATE YOU KEEPING US INFORMED. I, HOPE WE CAN GET SOMETHING BETWEEN NOW AND SEPTEMBER. MY 4 5 OUESTION OR COMMENT IS WE WANTED TO MAKE CHANGES TO OUR TRANSFER RULES AND WERE ASKED NOT TO BECAUSE WE WANTED TO 6 LOCKDOWN THIS SOUND LIKE IT COULD BE A LENGTHY SCHEDULE SLIP 7 8 AND WE WANT TO MAKE THOSE CHANGES MAYBE NOT PREPARED TO ANSWER TODAY I ASK THE TEAM TO LOOK AT ONE THAT COULD BE REOPENED FOR 9 AT LEAST MINOR CHANGES SO I COULD DELIVER THE TRANSFER CHANGES 10 THAT MY BOARD HAS BEEN ASKING FOR, FOR A LONG TIME. THANK 11 YOU. 12 13 CHAIR, ROBERT POWERS: CHRISTY WEGENER, LAVTA. 14 15 16 CHRISTY WEGENER: JUST A FEW COMMENTS. I APPRECIATE THE TIME TO WORK OUT THE BUGS IN C2 BUT I'M DISAPPOINTED IN THE DELAY. 17 ONE OF THE MOST IMPACTFUL CUSTOMER-FACING IMPROVEMENTS COMING 18 OUT OF THE BLUE RIBBON TRANSIT TASK FORCE WAS THE FREE AND 19 REDUCED TRANSFER PILOT WHICH WE CANNOT DELIVER WITHOUT C2 SO 20 21 DELIVERING ON THAT PILOT AS SOON AS POSSIBLE IS CRITICAL IN 22 BUILDING PUBLIC TRUST FOR OUR SYSTEMS. THANK YOU. 23 CHAIR, ROBERT POWERS: THANKS. COMING TO THE END HERE, JEFF? 24



JEFFREY TUMLIN: A QUESTION. WHO IS HERE FROM CUBIC?
 JASON WEINSTEIN: THERE IS NOBODY HERE FROM CUBIC TODAY, BUT WE
 CERTAINLY COULD MAKE THEM AVAILABLE AT A FUTURE MEETING IF
 YOU WOULD LIKE TO SEE THEM.

JEFFREY TUMLIN: I, AS A FORMER CONTRACTOR, MYSELF, THAT IS 7 8 VERY SURPRISING TO ME THAT OUR PRIME CONTRACTOR, ON A MAJOR SCHEDULE SLIP, IS NOT HERE TO REPRESENT THE PROBLEM. I HOPE 9 10 THAT IF THIS HAPPENS AGAIN, THAT THERE WILL BE AN EXPECTATION THAT THE CONTRACTOR IS HERE SO THAT WE CAN DO OUR JOB OF 11 HOLDING THE CONTRACTOR ACCOUNTABLE. IN ADDITION TO THE OTHER 12 COST IMPLICATIONS OF THE SCHEDULE SLIP THAT ARE A DIRECT COST 13 TO MTC CONTRACTS, I HOPE THAT YOU ALSO TABULATE ALL OF THE 14 15 COST THAT EACH OF OURSELF AGENCIES WILL BE BEARING, AS WE HAVE 16 TO HOLD ON TO LEGACY SYSTEMS THAT WE WANT TO JETTISON IN ORDER 17 TO WAIT FOR WHAT IS NOW AN UNKNOWN DATE FOR C2. SO, HOW LONG DO I NEED TO MAINTAIN MY PARALLEL SYSTEMS THAT I WANT TO GET 18 RID OF [INDISCERNIBLE] SO THAT WE'RE ALL ON CLIPPER? I -- NOW 19 HAVE AN UNKNOWN EXTENSION DATE FOR THE SERVICES THAT I'M 20 21 IN PARALLEL. SO, THESE ARE PRETTY SIGNIFICANT OPERATING COSTS, IN ADDITION TO THE CUSTOMER SERVICE CHANGES THAT WE 22 HAVE EACH PROMISED OUR RIDERS AND OUR OWN BOARDS THAT ARE 23 GOING TO BE DELAYED. SO, THE OTHER THING THAT I WOULD 24 ENCOURAGE YOU TO THINK ABOUT IS WHEN WE RUN INTO THESE COSTS, 25

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WHAT IS THE RESPONSIBILITY OF THE CONTRACTOR VERSUS THE PUBLIC 1 AGENCY. SO, ARE WE BUILDING -- I MEAN, ASSUMING WE DID NOT 2 3 INCLUDE LIQUIDATED DAMAGES INTO THE SCHEDULE. HMMM. I'M ASSUMING THAT THERE ARE NOT LIOUIDATED DAMAGES BUILT INTO THE 4 5 CUBIC CONTRACT. BUT I WOULD URGE YOU TO, ONE, THINK ABOUT WHAT IS THE RESPONSIBILITY OF THE CONTRACTOR TO DEAL WITH. AND, 6 TWO, FOR CONTRACTS LIKE THIS IN THE FUTURE, TO WHAT 7 DEGREE 8 DOES MTC AND YOUR CONSTITUENT AGENCIES NEED TO BEAR THE BURDEN OF DELAYS VERSUS TO WHAT DEGREE SHOULD THAT BURDEN BE PLACED 9 10 ON THE CONTRACTOR.

11

12 CHAIR, ROBERT POWERS: THANK YOU FOR THOSE COMMENTS, JEFF. YOU
13 KNOW --

14

15 JEFFREY TUMLIN: MR. WEINSTEIN DID YOU WANT TO RESPOND? 16

17 JASON WEINSTEIN: NO. MESSAGE RECEIVED.

18

MICHAEL HURSH: WHEN YOU GET A CHANCE. I THINK WE DO NEED A RESPONSE TO THAT. AND I BELIEVE THERE ARE AT LEAST PROVISIONS IN THE CONTRACT AND THAT'S SOMETHING I WOULD LIKE TO HEAR ABOUT EVENTUALLY, IS WHAT THE DECISION PATH IS AND WHO DECIDES WHETHER THESE ARE PILED ON. CLARIFY, DOES THE CONTRACT ALLOW FOR LIQUIDATED DAMAGES?

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JASON WEINSTEIN: YES. THERE ARE TWO MILESTONES WITHIN THE 1 2 CONTRACT THAT HAVE LIQUIDATED DAMAGES ASSOCIATED WITH THEM. OF 3 COURSE, MTC ACTING ON BEHALF BEHEST OF THE OPERATORS TO THE MOU ARE THE CONTRACTING AGENCY. RIGHT? SO, THE CONTRACTORS 4 5 HELD BETWEEN VARIOUS CONTRACTORS, CUBIC INCLUDED AND MTC. AS IT RELATES TO -- IT'S -- IT'S -- I DON'T KNOW THAT IT'S SUPER 6 CUT AND DRY ABOUT WHETHER OR NOT WE WOULD GO DOWN THAT ROUTE, 7 8 BUT, CERTAINLY, WHATEVER DECISION WAS -- WOULD BE MADE, WOULD BE MADE WITH THIS BOARD'S DIRECTION. 9

10

JEFFREY TUMLIN: SO, BUILDING ON MR. HURSH'S COMMENTS, PLEASE COME TO US AT THE NEXT BOARD MEETING. IN FACT, PERHAPS SEND A WRITTEN MEMO IN ADVANCE, OUTLINING WHAT OUR LIQUIDATED ADAMAGES, REMEDIES MIGHT BE, AND THE IMPLICATIONS OF DIFFERENT PATHS.

16

17 JASON WEINSTEIN: OKAY.

18

19 CHAIR, ROBERT POWERS: THE -- ANY OTHER COMMENTS HERE? YOU
20 KNOW, JASON, AT THE HIGHEST LEVEL, I WANT TO -- YOU KNOW, IT
21 DIDN'T GO UNNOTICED TO ME THAT -- THAT OUR CONTRACTOR ISN'T
22 HERE. YOU KNOW? AND TO ME, THAT'S QUITE TELLING. AND EVEN
23 ABOVE QUITE TELLING, IT'S QUITE DISAPPOINTING. BECAUSE, TO ME,
24 IT SPEAKS OF THE PARTNERSHIP, OR MAYBE IT SPEAKS OF NOT HAVING
25 A PARTNERSHIP. AND, YOU KNOW, WHETHER THEY'RE ONLINE, THEY

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SHOULD NUMBER THIS ROOM. THEY SHOULD BE SITTING RIGHT BEHIND 1 YOU, JASON. AND YOU KNOW, I WOULD HAVE NEVER THOUGHT THEY 2 3 WOULDN'T BE HERE FOR THIS MEETING, GIVEN WHERE WE ARE. SO, I'M NOT SURE HOW THAT TRANSPIRED OR WHY IT TRANSPIRED. BUT TO 4 5 ME IT REINFORCES THE CONCERNS THAT I HAVE IN NAVIGATING THIS AS WE MOVE FORWARD. YOU KNOW? THAT'S MY BIGGEST TAKEAWAY, IS -6 - IS THE, YOU KNOW, THE PRESENCE IN THIS ROOM WHICH REFLECTS 7 8 COMMITMENT TO DELIVERING ON THIS PROGRAM FOR THE BAY AREA. RIGHT? THAT'S WHO WE'RE DELIVERING FOR. YOU KNOW, YOU'RE NOT 9 DOING IT FOR BART OR SFMTA OR LAVTA, YOU'RE DOING IT FOR THE 10 RESIDENTS OF THE BAY AREA, AND WE CAN'T DO IT WITHOUT THAT 11 PARTNERSHIP. AND, SO, YOU KNOW, THAT'S MY TAKEAWAY FROM THIS 12 MEETING, AND I'LL ACT ACCORDINGLY ON THAT. SO, ANY OTHER 13 14 COMMENTARY HERE FROM COMMITTEE MEMBERS? OKAY. NOT SEEING ANY, 15 MADAM CLERK. LET ME GET BACK TO MY PAPER HERE. I THINK THAT 16 WAS AGENDA ITEM 4A. AND THAT MOVES US INTO AGENDA ITEM NUMBER 17 4B, AND THIS IS THE CURRENT CLIPPER, THE CURRENT STUFF, CLIPPER OPERATIONS AND PERFORMANCE UPDATE. AND SO, EDWARD IS 18 GOING LEAD THIS DISCUSSION. AND, EDWARD, I TRACK ON ALL THOSE 19 E-MAILS LATE AT NIGHT FROM, I THINK, FROM KELLEY, MOST 20 21 RECENTLY A COUPLE, SO MAKE SURE YOU MAKE REFERENCE TO SOME OF THOSE, AS WELL. 22

23

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24 EDWARD MENG: GREAT. NO PROBLEM. THANK YOU CHAIR POWERS. I'M 25 HAPPY TO REPORT THIS MONTH'S CLIPPER OPERATIONS AND

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PERFORMANCE ITEM WHICH IS INTENDED TO KEEP THIS BOARD UP-TO-1 DATE ON THE OVERALL CLIPPER SYSTEM KEY PERFORMANCE 2 AND 3 OPERATIONAL STANDARDS. RECOGNIZING THAT WE HAD A LOT OF APPROVAL ITEMS AND A PRETTY FULL AGENDA FOR THIS MONTH'S 4 5 MEETING, MY OPERATIONS UPDATE THIS MONTH IS GOING TO BE RELATIVELY QUICK. THIS IS A REMINDER THAT FARE CHANGES FOR 6 THIS SEPTEMBER ARE REQUESTED TO BE COMMUNICATED BY YOUR AGENCY 7 8 BY JUNE 1ST, SO THAT IS A LITTLE OVER A WEEK FROM TODAY. THE MEMO CONTAINS SOME OF THE MORE RECENT PERFORMANCE METRICS AND 9 STATISTICS. RECENTLY WE DID HAVE AN ISSUE WITH THE SYSTEM NOT 10 -- WELL, WITH CUSTOMERS NOT BEING ABLE TO ADD VALUE TO THEIR 11 CARDS. THAT ISSUE WAS RESOLVED WITHIN SEVERAL HOURS ON THE 12 DAY THAT IT HAPPENED. AND, GENERALLY, THE SYSTEM HAS BEEN 13 OPERATING WITHOUT HUGE MAJOR INCIDENT. WE HAVE BEEN KEEPING AN 14 ESPECIALLY CLOSE EYE ON THE CURRENT SYSTEM ESPECIALLY WHILE WE 15 16 HAVE BEEN CONDUCTING THESE LIMITED ACCOUNT BASED PILOT TESTING AT THE FIVE AGENCIES. SO, THAT CONCLUDES MY SHORT REPORT. 17 I'M HAPPY TO TAKE OUESTIONS AND COMMENTS. 18

19

20 CHAIR, ROBERT POWERS: THANK YOU FOR THAT, EDWARD. MADAM
21 CLERK, AGENDA ITEM NUMBER 4B, ANY PUBLIC COMMENT VIRTUALLY OR
22 IN-PERSON?

23



CLERK, WALLY CHARLES: THERE ARE NO HAND RAISED ONLINE. THERE
 WAS NOTHING IN WRITING, AND WE HAVE NO CARDS IN THE ROOM.
 THANK YOU.

4

5 CHAIR, ROBERT POWERS: OKAY. OKAY. COUNCIL MEMBERS, COMMENTS? ANYTHING? NOT SEEING, EDWARD. AND EDWARD, I WANTED TO COMMEND 6 YOU. AND I DO TRACK ON HOW THE CURRENT SYSTEM IS OPERATING. I 7 8 GET ALL OF THOSE E-MAILS EITHER DIRECTLY FROM YOU AND YOUR STAFF OR FROM INTERNAL BART FOLKS ON HOW THE EXISTING CLIPPER 9 10 SYSTEM IS WORKING, AND I APPRECIATE THAT. AND I AGREE IT'S BEEN GOING FAIRLY WELL. AND I THINK PUSHING OUT THOSE UPDATES 11 ON WHEN THERE ARE CHALLENGES AND WHEN THEY'RE RESOLVED, IT'S 12 QUITE HELPFUL. THANK YOU FOR THAT. MUCH APPRECIATED. OKAY, 13 MADAM CLERK, WE'RE ON AGENDA ITEM NUMBER FIVE. AND THIS IS OUR 14 15 ACTING EXECUTIVE DIRECTOR'S REPORT. SO, JASON, THE FLOOR IS 16 ALL YOURS.

17

JASON WEINSTEIN: THANK YOU, CHAIR POWERS. I JUST WANT TO LET 18 KNOW ABOUT TWO SPEAKING ENGAGEMENTS I'LL BE AT. I'M 19 THE BOARD REPRESENTING CLIPPER AT THE TRANSPORT TICKETING NORTH 20 21 AMERICAN CONFERENCE ON JUNE 17TH AND 18th, AND I'LL BE 22 SPEAKING ON HOW MULTIPLE OPERATOR CONNECTIVITY WITH CLIPPER PROVIDES REGIONAL CONTINUITY WITH ONE MOBILITY PAYMENT. AND 23 AGAIN, AT THE MOBILITY OF THE SERVICE AND THE U.S. CONFERENCE 24 JULY 17TH AND 18th, WHERE I'LL BE SPEAKING ON CONTACTLESS FARE 25



PAYMENT AND MAAS OR MOBILITY AS A SERVICE. SO, THAT IS MY 1 2 REMARKS. 3 CHAIR, ROBERT POWERS: OKAY. THANK YOU FOR THAT, JASON. PUBLIC 4 5 COMMENT ON OUR ACTING DIRECTORS REPORT-OUT? 6 CLERK, WALLY CHARLES: THERE IS NO ONE WITH A HAND RAISED. 7 8 THERE IS NOTHING RECEIVED IN WRITING AND THERE IS NO SPEAKER CARDS IN THE ROOM. 9 10 CHAIR, ROBERT POWERS: OKAY. COMMITTEE MEMBER, DIRECTOR 11 12 COMMENTS? I AM NOT SEEING ANY. THANK YOU FOR THAT REPORT, ACTING DIRECTOR WEINSTEIN. AGENDA ITEM NUMBER SIX, MADAM 13 CLERK, ANY OTHER PUBLIC COMMENT ON AGENDA ITEMS THAT ARE NOT 14 15 ON THIS AGENDA? 16 CLERK, WALLY CHARLES: YES, WE HAVE ALETA DUPREE ONLINE. 17 YOU 18 MAY UNMUTE YOURSELF. 19 SPEAKER: THANK YOU, AGAIN, CHAIR BOB POWERS AND MEMBERS. ALETA 20 21 DUPREE FOR THE RECORD, SHE AND HER WITH TEAM FOLD. BIG 22 MEETING TODAY. GOT A LOT DONE. GETTING A LOT OF GOOD WORK DONE. I THINK ONE OF OUR BIGGEST CHALLENGES WITH CLIPPER, AS 23 WITH ANY DIGITAL PAYMENT SYSTEM IS HOW DO WE WORK WITH GROUPS. 24 BECAUSE OF NECESSARY RESTRICTIONS ON HOW MANY TIMES YOU CAN 25

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TAP A CARD TO PREVENT FRAUD, AND THE CHALLENGES OF SYSTEMS 1 WITH TAP ON AND TAP-OFF, SUCH AS BART AND CALTRAIN. THAT 2 3 SHOULD BE FRONT AND CENTER, ALONG WITH CLIPPER TWO ABOUT HOW DO WE INCORPORATE GROUP TRANSACTIONS. BECAUSE THEY WANT TO BE 4 5 A PART OF IT TOO. THEY DON'T WANT TO BE BUYING SHEETS OF PAPER TICKETS AND HAVING TO RESORT TO DROPPING CASH IN FAREBOXES. I 6 AM CONCERNED ABOUT THE SLIPPAGES MENTIONED BEFORE, AND I 7 8 ATTENDED ON ZOOM AN MTA BOARD MEETING IN NEW YORK, COMMITTEE MEETING, FOUR COMMITTEES TOGETHER AS A WHOLE, AND THEY TALKED 9 ABOUT MAKING SOME BIG CHANGES TO THEIR OMNI PROGRAM GOING 10 FORWARD. NOT GOING TO MENTION ANY NAMES. BUT THERE WERE A LOT 11 OF CONCERNS THERE. AND, SO, WHEN I'M IN THE BAY AREA, I'M 12 GOING TO KEEP TESTING. I STILL HAVE A CARD, GOING TO KEEP ON 13 DOING IT UNTIL YOU WANT THE CARD BACK. BUT WHAT REALLY 14 15 IMPRESSES ME MOST IS THE APPROACHABILITY. ABOUT A WEEK AND A 16 HALF AGO, I'M NOT GOING TO MENTION ANY NAMES, BUT I DID GET TO MEET UP WITH SENIOR STAFF AND A BOARD MEMBER IN THE MTC LOBBY, 17 JUST FOR SOME BRIEF BUSINESS, AND THE WELCOME I GOT WAS VERY 18 MEANINGFUL, BUT THIS IS MOST ABOUT US WELCOMING PEOPLE. 19 THANK YOU. 20

21

CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS
ONLINE THERE, IS NOTHING IN WRITING, AND THIS NO CARDS IN THE
ROOM. THANK YOU.



1	CHAIR, ROBERT POWERS: OUR FINAL ITEM, MADAM CLERK, IS AGENDA
2	ITEM NUMBER SEVEN, ADJOURNMENT, AND THE NEXT MEETING. THE
3	NEXT MEETING FOR THE CLIPPER EXECUTIVE DIRECTOR IS SCHEDULED,
4	AND IT WILL BE ON MONDAY JUNE 24TH AT 1:30 AT THE BART BOARD
5	MEMBER AT THE BART HEADQUARTERS. WITH THAT, MADAM CLERK, THIS
6	MEETING IS ADJOURNED.
7	

7

8 CLERK, WALLY CHARLES: THANK YOU. [ADJOURNED]

