

**METROPOLITAN
TRANSPORTATION
COMMISSION**
Meeting Transcript



July 19, 2021

1 **METROPOLITAN TRANSPORTATION COMMISSION**
2 **CLIPPER EXECUTIVE BOARD**
3 **MONDAY, JULY 19, 2021**
4

5 **RICK RAMACIER, CHAIR:** THANK YOU. I WOULD LIKE TO CALL TO ORDER
6 THE CLIPPER EXECUTIVE BOARD FOR JULY 19TH, 2021. I'M RICK
7 RAMACIER, THE CHAIR, AND WITH THAT, CAN WE PLEASE ROLL THE
8 TAPE? [RECORDED MEETING PROCEDURES ANNOUNCEMENT] DUE TO
9 COVID-19 THIS MEETING WILL BE CONDUCTED AS A ZOOM WEBINAR
10 PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDER
11 N-29-20 WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE BROWN ACT.
12 THIS MEETING IS BEING WEBCAST ON THE MTC WEB SITE. THE CHAIR
13 WILL CALL UPON COMMISSIONERS, PRESENTERS, STAFF, AND OTHER
14 SPEAKERS BY NAME AND ASK THAT THEY SPEAK CLEARLY AND STATE
15 THEIR NAMES BEFORE GIVING COMMENTS OR REMARKS. PERSONS
16 PARTICIPATING VIA WEBCAST AND ZOOM WITH THEIR CAMERAS ENABLED
17 ARE REMINDED THAT THEIR ACTIVITIES ARE VISIBLE TO VIEWERS.
18 COMMISSIONERS AND MEMBERS OF THE PUBLIC PARTICIPATING BY ZOOM
19 WISHING TO SPEAK SHOULD USE THE RAISE HAND FEATURE, OR DIAL
20 STAR NINE, AND THE CHAIR WILL CALL UPON THEM AT THE
21 APPROPRIATE TIME. TELECONFERENCE ATTENDEES WILL BE CALLED
22 UPON BY THE LAST FOUR DIGITS OF THEIR PHONE NUMBER. IT IS
23 REQUESTED THAT PUBLIC SPEAKERS STATE THEIR NAMES AND
24 ORGANIZATION, BUT PROVIDING SUCH INFORMATION IS VOLUNTARY.
25 WRITTEN PUBLIC COMMENTS RECEIVED AT INFO@BAYAREAMETRO.GOV BY



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1 5:00 P.M. YESTERDAY WILL BE POSTED TO THE ONLINE AGENDA AND
2 ENTERED INTO THE RECORD BUT WILL NOT BE READ OUT LOUD. IF
3 AUTHORS OF THE WRITTEN CORRESPONDENCE WOULD LIKE TO SPEAK,
4 THEY ARE FREE TO DO SO. A ROLL CALL VOTE WILL BE TAKEN FOR
5 ALL ACTION ITEMS. PANELISTS AND ATTENDEES SHOULD NOTE THAT
6 THE CHAT FEATURE IS NOT ACTIVE.

7

8 **RICK RAMACIER, CHAIR:** OKAY. AND NOW AT THIS TIME, I WOULD LIKE
9 TO WELCOME TO THE CLIPPER EXECUTIVE BOARD, BRAND-NEW GENERAL
10 MANAGER AND CEO OF THE SANTA CLARA COUNTY TRANSPORTATION BOARD
11 BUT NOT NEW TO OUR COUNTY, CAROLYN, WELCOME BACK, WELCOME TO
12 THE CLIPPER BOARD. OKAY, AND WITH THAT, MADAM CLERK, WOULD
13 YOU PLEASE CALL THE ROLL AND CONFIRM A QUORUM FOR US, PLEASE?

14

15 **CLERK OF THE BOARD:** WILL DO. CHAIR RAMACIER?

16

17 **RICK RAMACIER, CHAIR:** HERE.

18

19 **CLERK OF THE BOARD:** VICE CHAIR POWERS?

20

21 **ROBERT POWERS, V. CHAIR:** HERE.

22

23 **CLERK OF THE BOARD:** MEMBER GONOT? YOU'RE GOING TO HAVE TO
24 UNMUTE YOURSELF. OKAY. MEMBER HURSH?

25



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1 **MICHAEL HURSH:** HERE.

2

3 **CLERK OF THE BOARD:** KRANDA?

4

5 **BETH KRANDA:** HERE.

6

7 **CLERK OF THE BOARD:** MCMILLAN? WE HAVE A QUORUM.

8

9 **RICK RAMACIER, CHAIR:** THANK YOU VERY MUCH. THAT BRINGS US TO
10 OUR CONSENT CALENDAR, WE HAVE TWO ITEMS MINUTE OF THE MAY
11 MEETING HELD MAY 17TH, 2021 AS WELL AS CLIPPER PURCHASE ORDER
12 WITH NETWORK SERVICES AT&T FOR \$400,000. IS THERE A MOTION TO
13 APPROVE THE CONSENT CALENDAR?

14

15 **SPEAKER:** SO MOVED.

16

17 **MICHAEL HURSH:** SECOND.

18

19 **RICK RAMACIER, CHAIR:** MOTION BY KRANDA SECOND BY HURSH. MARTHA
20 IS THERE ANY PUBLIC COMMENT ON THIS ITEM?

21

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

25



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1 **RICK RAMACIER, CHAIR:** ROLL CALL.

2

3 **CLERK OF THE BOARD:** [ROLL CALL VOTE]

4

5 **CLERK OF THE BOARD:** PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT.

6

7 **RICK RAMACIER, CHAIR:** THAT BRIDGES US TO ITEM THREE, A

8 PRESENTATION REPRESENTING CALTRAIN TO THE AFFAIR INTEGRATION

9 TASK FORCE, AND BILL BACON HAS A PROSE THIS ITEM.

10

11 **WILLIAM BACON:** MY NAME IS BILL BACON PROJECT MANAGER WITH THE

12 FARE INTEGRATION STUDY. SINCE THE RETIREMENT THE JIM HARTNETT

13 WHOEVER'S THE JOINT CEO OF SAMTRANS AND CALTRAIN IN APRIL OF

14 THIS YEAR CALTRAIN HAS LACKED REPRESENTATION ON THE

15 INTEGRATION TASK FORCE, HE WAS REPLACED, DUE TO THE CALTRAIN

16 BOARD OF DIRECTORS REQUEST FOR SEPARATE LEADERSHIP BETWEEN

17 CALTRAIN AND SAMTRANS MR. MAU DOESN'T REPRESENT CALTRAIN WHICH

18 IS NOW UNDER THE LEADERSHIP OF MICHELLE B ACTING AS EXECUTIVE

19 DIRECTOR. IN ORDER TO ENSURE THE TASK FORCE HAS REPRESENTATION

20 FROM EACH OF THE SEVEN TRANSIT OPERATORS IN THE BAY AREA THE

21 CLIPPER EXECUTIVE BOARD CHAIR HAS APPOINTED MICHELLE BOUCHARD

22 AND SEEKING APPROVAL FROM THE BOARD. STAFF IS RECOMMENDING

23 APPOINTMENT OF MICHELLE BOUCHARD TO THE FARE INTEGRATION TASK

24 FORCE.

25



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1 **RICK RAMACIER, CHAIR:** ANY QUESTIONS OF BILL? MARTHA ANY PUBLIC
2 COMMENT ON THIS ITEM?

3

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

7

8 **RICK RAMACIER, CHAIR:** THANK YOU VERY MUCH. I WOULD LIKE TO
9 ENTERTAIN A MOTION.

10

11 **JEFFREY TUMLIN:** SO MOVED. TUMLIN.

12

13 **DENIS MULLIGAN:** SECOND. MULLIGAN.

14

15 **RICK RAMACIER, CHAIR:** MOTION FROM TUMLIN, AND I HEARD CARTER
16 SNEAK IT IN JUST BEFORE DENIS. ANY FURTHER COMMENTS? OKAY.
17 MARTHA COULD YOU PLEASE CALL THE ROLL ON THIS ITEM?

18

19 **CLERK OF THE BOARD:** WILL DO. [ROLL CALL VOTE]. PASSES
20 UNANIMOUSLY BY ALL MEMBERS PRESENT

21

22 **RICK RAMACIER, CHAIR:** THANK YOU VERY MUCH THAT BRINGS US TO
23 ITEM FOUR INFORMATION TWO ITEMS TODAY THESE ARE REPORTS FOR
24 THE BOARD BUT WE DO NOT TAKE ACTION ON EITHER ONE OF THEM.



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1 FIRST UP WE HAVE A CURRENT CLIPPER UPDATE FROM JASON
2 WEINSTEIN. JASON?

3

4 **JASON WEINSTEIN:** THANK YOU. JASON WEINSTEIN WITH CLIPPER,
5 STAFF AND AS MENTIONED. THIS IS AN UPDATE ON THE CLIPPER
6 SYSTEM. AS REPORTED IN MAY WE SEE SLIGHT INCREASES IN
7 TRANSACTIONS EACH MONTH THIS YEAR AND IN MAY AND JUNE OF 2021
8 WITH NO EXCEPTION. WE DIDN'T MEET IN JUNE, FILLING IN TWO
9 MONTHS OF INFORMATION, CLIPPER PROCESSED OVER 5 MILLION
10 TRANSACTIONS AND \$10 MILLION IN REVENUE IN MAY, AND IN JUNE,
11 SLIGHTLY MORE. 6 MILLION IN TRANSACTIONS, AND 13 MILLION IN
12 REVENUE IN JUNE. SO, WE CONTINUE TO SEE SLOW BUT A SLIGHT
13 INCREASE EACH MONTH. IN TERMS OF CLIPPER CUSTOMER EDUCATION
14 YOU SHOULD BE SEEING ADVERTISEMENTS FOR CLIPPER MOBILE AT BUS
15 SHELTER, BUSES, BART TRAIN STATIONS AND MANY OTHER LOCATIONS
16 AS WE CONTINUE TO PUSH THERE AND I WILL CONTINUE TO PROVIDE
17 MORE INFORMATION ON CLIPPER MOBILE IN THE NEXT ITEM. IN TERMS
18 OF CLIPPER START, OUTREACH, STARTING THIS MONTH, YOU WILL
19 PROBABLY SEE NEW TYPES OF COMMUNITY-BASED ORGANIZATIONS SUCH
20 AS UNIONS BEING TAPPED TO HELP WITH OUTREACH AND IN TERMS OF
21 ADVERTISING, WE HAVE DIGITAL ADVERTISING AND SOCIAL MEDIA
22 PROMOTIONS ONGOING, AS WELL AS A CAMPAIGN FOR, IN SPANISH,
23 CHINESE, AND TAGALOG PLANNED FOR THIS SEPTEMBER. AND,
24 FINALLY, WITH REGARD TO IMPLEMENTATION AND ENHANCEMENT
25 PROJECTS, AS YOU KNOW, WE'RE WORKING DILIGENTLY TO REDUCE THE



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1 NUMBER OF PROJECTS, YOU CAN SEE THE ATTACHMENT TO THIS MEMO
2 HAS VERY FEW ITEMS, BUT WE'RE STILL WORKING ON GETTING
3 CALTRAIN TDMS INTEGRATED WITH CLIPPER AT THE END OF THIS
4 SUMMER AND EARLY FALL AND AS AN FYI, WETA BEGAN SERVICE AT THE
5 SEA PLANE LAGOON THE FIRST OF THIS MONTH THAT'S MY REPORT AND
6 I'M HAPPY TO ANSWER QUESTIONS.

7

8 **RICK RAMACIER, CHAIR:** THANK YOU, JASON. ARE THERE ANY
9 QUESTIONS OF JASON AND HIS REPORT?

10

11 **ROBERT POWERS, V. CHAIR:** NOT A QUESTION, JUST A COMMENT, IF
12 YOU WOULD -- IS THAT FINE?

13

14 **RICK RAMACIER, CHAIR:** YES, PLEASE.

15

16 **ROBERT POWERS, V. CHAIR:** JASON, JUST A THOUGHT I HAD, THAT
17 MAYBE YOU ALREADY ENTERTAINED THIS OR HAVE GIVEN THIS SOME
18 THOUGHT, BUT MANY AGENCY THAT IS OUT THERE ARE GOING TO BE,
19 YOU KNOW, PUSHING ON THE RETURN TO TRANSIT. AND SOME OF US
20 WILL BE, YOU KNOW, OFFERING DISCOUNTS, AND, YOU KNOW, AGENCIES
21 ARE COORDINATING ON THEIR DISCOUNTS, AND THAT, IT WOULD BE
22 GOOD -- AND I KNOW THERE IS THIS RETURN TO TRANSIT CAMPAIGN
23 MTC AND THE OPERATORS ARE WORKING ON, AS WELL, BUT YOU KNOW,
24 DOUBLING DOWN ON THE MEANS-BASED FARE AND REMINDING FOLKS OUT
25 THERE THAT AS THEY COME BACK INTO THE SYSTEMS, WHETHER IT'S



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1 BART OR CONTRA COSTA CONNECTION OR AC TRANSIT, OR WHATEVER,
2 THAT THERE IS THAT OPPORTUNITY FOR, YOU KNOW, EVERY FIFTH
3 RIDE, 20% TO BE FREE. IS THERE ANY THINKING TO MAXIMIZE AND DO
4 YOU KNOW IF DOWN ON THAT EFFORT? THE OUTREACH EFFORT THERE, IN
5 TANDEM WITH SOME OF THE DISCOUNTS THAT ARE BEING OFFERED?

6

7 **JASON WEINSTEIN:** IS YOUR QUESTION ABOUT, SORT OF, HIGHLIGHTING
8 THE FACT THAT THIS PROGRAM EXISTS?

9

10 **ROBERT POWERS, V. CHAIR:** YEAH. YOU KNOW, AND, YEAH, GETTING
11 BACK OUT THERE AND HIGHLIGHTING THAT, AS THE OPERATORS ARE ALL
12 ENCOURAGING THE RIDERSHIP TO RETURN, YOU KNOW, WHETHER IT'S
13 FOR THE MONTH OF SEPTEMBER, OCTOBER, YOU KNOW, JUST
14 COMPLIMENTING THAT EFFORT WITH THE MARKETING EFFORT FOR THE
15 MEANS-BASED FARE SUPPLEMENT THAT A LITTLE BIT?

16

17 **JASON WEINSTEIN:** I THINK STAFF MAY BE ALREADY DOING THAT. I'LL
18 CHECK WITH THE TEAM AND LISA, BUT CERTAINLY POINT TAKEN.

19

20 **ROBERT POWERS, V. CHAIR:** THANK YOU, SIR.

21

22 **RICK RAMACIER, CHAIR:** ANY OTHER QUESTIONS FROM BOARD MEMBERS?

23

24 **JASON WEINSTEIN:** SO LISA IS LISTENING IN, SHE LET ME KNOW
25 BEHIND THE SCENES THAT THEY ARE DOING THAT. SO THERE YOU GO.



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1

2 **ROBERT POWERS, V. CHAIR:** EXCELLENT.

3

4 **ROBERT POWERS, V. CHAIR:** THANK YOU FOR THE VERY QUICK TURN
5 AROUND JASON. MUCH APPRECIATED.

6

7 **RICK RAMACIER, CHAIR:** THANK YOU TO LISA FOR LISTENING IN AND
8 PROVIDING YOU THE INFORMATION. GOODS TEAMWORK.

9

10 **JASON WEINSTEIN:** THANK YOU, LISA.

11

12 **RICK RAMACIER, CHAIR:** MARTHA ANY PUBLIC COMMENT SUBMITTED ON
13 THIS ITEM?

14

15 **CLERK OF THE BOARD:** THERE ARE NO MEMBERS OF THE PUBLIC WITH
16 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED
17 ON THIS ITEM. AND FOR THE RECORD, MEMBER GONOT HAS JOINED US.

18

19 **RICK RAMACIER, CHAIR:** THANK YOU FOR ALL OF THAT. THAT BRINGS
20 US TO ITEM 4B, THE NEXT GENERATION CLIPPER SYSTEM UPDATE. AND
21 JASON THIS IS YOURS AS WELL.

22

23 **JASON WEINSTEIN:** THANK YOU, MR. CHAIR, JASON WEINSTEIN WITH
24 YOU AGAIN FOR THOSE OF YOU WHO ARE NEW ATTACHMENT A TO THIS
25 MEMO INCLUDES THE STATUS REPORT THAT WE PROVIDE FOR YOU



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1 MONTHLY, AND THE REPORT SHOWS A HIGH LEVEL SCHEDULE, THE
2 RECENTLY COMPLETED ACTIVITIES AND UPCOMING DELIVERABLES AND
3 ITEMS THAT WE WANTED TO HIGHLIGHT. AND IT'S USUALLY, WE TRY TO
4 KEEP IT TO A PAGE OR TWO, THERE IS A LOT GOING ON AS IT
5 RELATES TO THE NEXT GENERATION SYSTEM, SO WE'RE TRYING TO PACK
6 A LOT IN THERE. SO JUST A FEW THINGS TO HIGHLIGHT. THE DESIGN
7 WORKSHOPS FOR THE ACCOUNT-BASED MOBILE APP AND PROMOTIONAL
8 PORTAL CONTINUE TO FINISH UP THIS SUMMER, AND MTC AND STAFF
9 OPERATORS ON THE ACCOUNT, DESIGN CURRENTLY UNDER REVIEW FOR
10 CUBIC, PDR LEMONADE DESIGN REVIEW AND THE COMPLETED THIRD
11 QUARTER OF THIS YEAR WE'LL BE GETTING THAT SET OF DOCUMENTS
12 FROM CUBIC DOCUMENTS END OF THIS MONTH AND WE'LL START GOING
13 THROUGH THE PROCESS AGAIN. I WANT TO NOTE THAT THIS BOARD
14 ASKED OUR TEAM TO PUSH THE SCHEDULE TO GET TO OUR ACCOUNT-
15 BASED DESIGN, AND WE SAID WE WOULD MANAGE, YOU KNOW, THE
16 PROJECT, WITH THIS AS A PRIORITY BEING THE -- THE CONTRACTING
17 ENTITY, BUT THAT WOULD TAKE SIGNIFICANT COMMITMENT FROM
18 OPERATOR STAFF, WHICH IT HAS BEEN THE WAY, EVERYONE HAS BEEN
19 SUPER INVOLVED. WE ARE HEARING SOME CONCERNS FROM STAFF ABOUT
20 TOO MANY MEETINGS AND TOO MUCH DOCUMENTATION TO REVIEW. BUT WE
21 ASSUME THAT THIS BOARD WANTS US TO KEEP OUR, SORT OF, FOOT ON
22 THE GAS HERE, AND KEEP MOVING. AND WE ARE WORKING TO ACTIVELY
23 ENGAGE STAFF, ALL OF OUR STAFF, DURING THIS IMPORTANT TIME
24 BEFORE WE FINALIZE AND IMPROVE THE ACCOUNT-BASED DESIGN WORK.
25 SO I KIND OF PUT THAT OUT THERE AS A QUESTION/INFO BUT WE'LL



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1 WAIT TO HEAR BACK AFTER THE REST OF THE INFORMATION. WITH
2 REGARD TO THE MOBILE APP DIMENSION IN THE USE OF CLIPPER
3 MOBILE WALLET JUST SO WE'RE ALL ON THE SAME PAGE HERE THE
4 CLIPPER APP IN INTEGRATION WITH APPLE WALLET WERE PUBLICLY
5 LAUNCHED IN APRIL AND WE FOLLOWED THAT ON WITH GOOGLE PAY AND
6 ANDROID PHONES IN MAY. I WANT TO GIVE YOU THE STATS, IN THE
7 MEMO, 80,000 PLASTIC CARDS HAVE BEEN TRANSFERRED, FOR EXAMPLE,
8 PHYSICAL CARDS TRANSFERRED INTO A WALLET AND SINCE THE WRITING
9 OF THAT MEMO THAT NUMBER IS NOW 90,000 SO WE ADDED 5,000
10 BETWEEN THE TIME OF THE MEMO AND TODAY. AND RESPECTIVELY WE
11 HAD 55,000 NEW MOBILE CARDS SO THAT MEANS THEY JUST WENT TO
12 THEIR -- THEY USE THE APP OR THEIR WALLET, AND THEY PURCHASED
13 A NEW CLIPPER CARD AND SINCE THE WRITING OF THE MEMO THAT
14 NUMBER IS NOW OVER 65,000 CARDS. AND JUST A LITTLE BIT, IN
15 TERMS OF TRIP USAGE, SO, OVERALL, SINCE THE BIG -- MIDDLE OF
16 APRIL, THROUGH EARLY TO MID-JULY, WE HAD ABOUT 14 MILLION
17 TRIPS ON CLIPPER, AND OF THOSE 14 MILLION TRIPS, 800 -- A
18 LITTLE OVER 800,000 WERE DONE BY MOBILE CARDS THAT'S LIKE 6%
19 OF THE TOTAL TRIPS THAT HAVE BEEN TAKEN BY PEOPLE USING MOBILE
20 CARDS, AND, JUST FOR COMPARISON, BART, WHICH IS A FAIRLY LARGE
21 USER AT THE MOMENT, THEY'RE ABOUT 5 MILLION TRIPS, AND THERE
22 IS -- IT'S JUST, THE PERCENTAGE IS SLIGHTLY HIGHER, AT 7% OF
23 TOTAL TRIPS BEING USED BY MOBILE CARDS. AND, FINALLY, AS I
24 MENTIONED IN MAY, CUBIC IS INCORPORATED SOME OF THE ACCOUNT-
25 BASED WORK INTO THEIR PROJECT SCHEDULE AND CONTINUE TO REFINE



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1 THAT AND IDENTIFY OPPORTUNITIES FOR SCHEDULE RECOVERY IN THEIR
2 FUTURE SUBMITTAL. SO WE ARE CURRENTLY WITHIN OUR EXPECTED
3 BUDGET, AND I AM HAPPY TO TAKE ANY QUESTIONS YOU MIGHT HAVE.

4

5 **RICK RAMACIER, CHAIR:** THANK YOU, JASON. ANY BOARD MEMBERS
6 HAVE ANY QUESTIONS OR COMMENTS FOR JASON'S REPORT. JEFF?

7

8 **JEFFREY TUMLIN:** JASON, THANK YOU FOR THE REPORT, I DON'T NEED
9 AN ANSWER NOW BUT IN THE DETAILED STAFF REPORT, I APPRECIATED
10 THE SCHEDULED COMPLETION DATES FOR ALL THE WORK TASKS. WORN
11 THING I WOULD LIKE TO SEE IN THE NEXT UPDATES IS WHEN WE
12 EXPECT TO SEE EACH COMPONENT WILL BE AVAILABLE FOR OUR
13 CUSTOMERS? -- --

14

15 **JASON WEINSTEIN:** OKAY. THAT'S ACTUALLY A GOOD SEGUE I THINK
16 CAROL IS GOING TO TALK B WE DIDN'T PLAN T BUT WE WILL HAVE A
17 SLIGHT ANSWER FOR YOU TODAY.

18

19 **JEFFREY TUMLIN:** GREAT.

20

21 **RICK RAMACIER, CHAIR:** CAROL, IF IT'S OKAY, WE CAN REFER THAT
22 TO YOUR EXECUTIVE DIRECTOR'S REPORT WHICH IS NEXT ON THE
23 AGENDA?

24

25 **CAROL KUESTER:** CERTAINLY.



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1

2 **RICK RAMACIER, CHAIR:** OTHER BOARD MEMBER QUESTIONS OR
3 COMMENTS? JASON TO YOUR POINT ABOUT THE STAFF WORK, IS THERE
4 ANYTHING GOING WITH THE SMALLER OPERATORS, LET ME KNOW OFFLINE
5 AND WE CAN STRATEGY AND MAKE THAT EASIER WITHOUT SLIPPING I
6 WOULD HATE TO SEE ANY OF THE KEY MILESTONES ON THE TIMELINE BE
7 PUT IN JEOPARDY BECAUSE OF ANY INABILITY TO GET THE SMALLER
8 OPERATORS INVOLVED.

9

10 **JASON WEINSTEIN:** I WOULDN'T WANT TO SINGLE ANYBODY OUT. BUT I
11 APPRECIATE THAT, WE HAVE DONE OUR PART AS A COLLECTIVE TEAM TO
12 DO OUR PART TO MAKE SURE WE GET BACK TO THE CONTRACTOR WITH
13 REVIEWS AND COMMENTS, WE HAVE DONE THAT. SO WE HAVE DONE THAT
14 ALL WITHIN OUR APPROPRIATE TIMING TO DATE. SO I JUST WANTED
15 YOU ALL TO HEAR THAT.

16

17 **RICK RAMACIER, CHAIR:** OKAY. GREAT. MARTHA, DO WE HAVE ANY
18 PUBLIC COMMENT FOR THIS ITEM?

19

20 **CLERK OF THE BOARD:** THERE ARE NO MEMBERS OF THE PUBLIC WITH
21 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED
22 ON THIS ITEM. AND I WOULD LIKE TO NOTE THAT ANDREW FRIEMER IS
23 ATTENDING ON BEHALF OF THERESE MCMILLAN TODAY.

24



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1 **RICK RAMACIER, CHAIR:** OKAY GREAT. THANK YOU. WELCOME ANDY.
2 WELCOME CAROLYN. AND, YOU'RE JUST IN TIME FOR THE EXECUTIVE
3 DIRECTOR'S REPORT. CAROL?

4

5 **CAROL KUESTER:** RICK, I WAS ACTUALLY GOING TO PILE ON, FOR A
6 MINUTE, TO THAT LAST ITEM. I JUST WANTED TO SAY THAT THIS
7 INTENSE I DESIGN PHASE THAT WE'RE ENGAGED IN RIGHT NOW, I
8 THINK SOME FOLKS ON THE CALL MAY REMEMBER JUST HOW DIFFICULT
9 AND CONTENTIOUS THE INITIAL TRANSLINK AND CLIPPER PHASE
10 DESIGNS WERE AND I WAS HOLDING MY BREATH WHEN WE GOT TO THIS
11 NEXT GENERATION SYSTEM DESIGN PHASE. THIS IS WHERE WE HAVE TO
12 MAKE CHOICES AND TRADEOFFS IN HOW FUNCTIONS AND DESIGN ARE
13 GOING TO WORK SO HATS OFF TO STAFF YOUR STAFF WHO ARE ENGAGED
14 IN MAKING THAT HAPPEN. AND IT'S BEEN REMARKABLY PRODUCTIVE AND
15 HARMONIOUS, REALLY, SO THAT IS GOOD NEWS, AND WE ARE PUSHING,
16 PUSHING, PUSHING AHEAD. SO, WE WILL KEEP YOU APPRISED. SO,
17 MAYBE I'LL JUST PAUSE FOR A MINUTE AND SAY I WOULD LIKE TO
18 WELCOME OUR NEW MEMBERS FROM VTA. SO, WELCOME ABOARD, AND GOOD
19 TO SEE YOU HERE. PIVOTING, I GUESS, JUST A COUPLE OF
20 COMMENTS. AGAIN, SO GIVEN ALL THAT WE HAVE BEEN THROUGH IN
21 THIS LAST YEAR AND THE FACT THAT RIGHT NOW WE'RE IN THE MIDDLE
22 OF DESIGNING THE ACCOUNT-BASED SYSTEM, WE THOUGHT IT WOULD BE
23 HELPFUL TO PROVIDE YOU ALL WITH AN UPDATE ON THE CAPABILITIES
24 AND FEATURES OF THE C2 ACCOUNT-BASED SYSTEM ONCE IT'S
25 DEPLOYED. I THINK WE ARE PLANNING TO DO THAT NEXT MONTH. YOU



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1 KNOW, WE AT ONE POINT WERE ALL ENGAGED IN ET NEXT GENERATION
2 CLIPPER SYSTEM THEN WE FOCUSED ON THE ACCELERATED DEPLOYMENT
3 MODEL INCLUDING DEPLOYING THE MOBILE APP BUT NOW WE'RE OVER
4 THAT HUMP, AND JUST LIKE DIRECTOR TUMLIN ALL OF US ARE
5 STARTING TO GET OUR EYEBALLS ON, OKAY, WHAT DO WE ACTUALLY GET
6 NEXT OUT OF THIS SYSTEM AND WHEN? WE ARE WORKING ON A
7 PRESENTATION FOR NEXT MONTH'S BOARD MEETING ON A SUMMARY OF
8 THE ACCOUNT-BASED FEATURES, WHAT IS BEING DELIVERED UNDER THE
9 C2 CONTRACT AND WHAT ADDITIONAL CAPABILITIES AND FUNCTIONALITY
10 WE'LL BE GETTING THAT CURRENTLY DON'T HAVE TODAY. SOME OF THAT
11 GETS INTO THE WEEDS, FOR EXAMPLE, WE HAVE AN INSTITUTIONAL
12 PORTAL THAT WILL ALLOW THIRD PARTIES TO COME IN AND INTERACT
13 WITH THE CLIPPER PROGRAM IN A MORE STREAMLINED FASHION. SO
14 WE'LL BE, YOU KNOW, SORT OF DESCRIBING AND EXPLAINING WHAT
15 THOSE FUNCTIONS AND FEATURES ARE, BECAUSE I THINK WE'RE
16 LOOKING TO ALL OF TO YOU HELP US BE CHEER LEADERS FOR THIS
17 WORK. FOR EXAMPLE, AT THE BLUE RIBBON COMMITTEE YOU HEAR
18 THESE IDEAS ABOUT WHAT FOLKS WILL WANT TO DO AND I WANT TO PUT
19 MY HAND UP AND SAY HEY WE HAVE GREAT IDEAS AROUND CLIPPER YOU
20 SHOULD HEAR ABOUT THAT TOO. WE'RE CONTINUING TO EDUCATE ABOUT
21 THIS. IT WILL BE INFORMATIVE TO REFRESH YOU ON THE SCALE OF
22 THE PROJECT AND THE SPECIFIC IMPROVEMENTS THAT WE'RE
23 EXPECTING, AND WE'LL STAY FOCUSED, TOO, ON BOILING SOME OF
24 THAT DOWN IN SORT OF A CHEAT SHEET AND TALKING POINTS FORMAT
25 THAT MAYBE YOU CAN SHARE WITH BOARD MEMBERS AND INTERESTED



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1 STAKEHOLDERS. OKAY. AND AS WELL, NEXT MONTH, WE ARE GOING TO
2 RETOOL A LITTLE BIT. WE TYPICALLY -- YOU HEAR FROM JASON
3 TYPICALLY ABOUT KIND OF A C1 SYSTEM UPDATE AND A NEXT
4 GENERATION UPDATE. SINCE WE'RE REALLY SCALING BACK ON THE C1
5 SYSTEM FOR NEXT MONTH WE'LL STILL PLAN ON PROVIDING ALL THE
6 REGULAR INFORMATION AND UPDATES BUT WE'RE GOING TO REORGANIZE.
7 WE'LL REORGANIZE THEM AS CLIPPER OPERATIONAL AND PERFORMANCE
8 UPDATES SO THAT WOULD REFER TO THE CURRENT SYSTEM THAT'S IN
9 OPERATION, AND THEN CLIPPER SYSTEM IMPLEMENTATION DEPLOYMENT
10 UPDATES. SO CURRENT OPERATIONS AND PERFORMANCE, AND
11 FORTHCOMING IMPLEMENTATION AND DEPLOYMENT UPDATES. AS WE BEGIN
12 DEPLOYING NEW EQUIPMENT AND START PLANNING THE TRANSITION FROM
13 A CARD BASED TO AN ACCOUNT-BASED SYSTEM WE THINK THIS WOULD
14 BETTER REFLECT THE OVERALL CLIPPER PROGRAM, AND YOU KNOW, WE
15 THINK IT'S TIME TO START MINIMIZING THE SEPARATION BETWEEN OLD
16 AND NEW, BECAUSE WE REALLY WILL BE IN A TRANSITION PHASE. SO,
17 BACK TO WHAT YOU CAN LOOK FORWARD TO AT NEXT MONTH'S MEETING.
18 THAT IS WHAT I HAVE FOR YOU TODAY. I WOULD BE HAPPY TO TAKE
19 ANY QUESTIONS OR HEAR ANY COMMENTS ABOUT WHAT IF -- WHAT ELSE
20 YOU WOULD LIKE US TO BE BRINGING TO YOU. SO, THANK YOU VERY
21 MUCH.

22

23 **RICK RAMACIER, CHAIR:** THANK YOU FOR THAT, CARRON. ANY
24 QUESTIONS OR COMMENTS FROM MEMBERS OF THE BOARD? SEEING
25 NOTHING. MARTHA PUBLIC COMMENT?



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1

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

5

6 **RICK RAMACIER, CHAIR:** THANK YOU VERY MUCH. ALL RIGHT, THEN I
7 GUESS THAT BRINGS US TO ITEM SIX, WHICH IS PUBLIC COMMENT AND
8 OTHER BUSINESS. TRADITIONALLY, UNDER THIS ITEM, BEFORE WE OPEN
9 UP TO THE PUBLIC, WE SEE IF THERE IS ANY BOARD MEMBERS THAT
10 WOULD LIKE TO RAISE ANYTHING THAT FALLS UNDER OUR PURVIEW
11 THAT'S NOT ON TODAY AGENDA. DO WE HAVE ANY SUCH ITEMS? NO.
12 THANK YOU. MARTHA DO WE HAVE ANY GENERAL PUBLIC COMMENT TODAY?

13

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

17

18 **RICK RAMACIER, CHAIR:** OKAY. THANK YOU VERY MUCH. THAT BRINGS
19 US TO THE END OF THIS PARTICULAR MEETING. WHICH MEANS WE NOW
20 ADJOURN TO THE NEXT MEETING OF THE CLIPPER EXECUTIVE BOARD TO
21 BE HELD MONDAY AUGUST 16TH, 2021 AT 1:30 P.M. AND REMOTELY AND
22 RECAST AS APPROPRIATE DEPENDING ON STATUS OF SHELTER-IN-PLACE.
23 THAT'S A BIT OLD. YOU GET THAT WE'LL PROBABLY DRIFT TO THE
24 MEETINGS IN AUGUST. BUT MAYBE WE WANT TO GIVE A SENSE TO THIS
25 BOARD WHERE YOU SEE THE TIMELINES FALLING OUT RELATIVE TO US



July 19, 2021

1 TO START TO POTENTIALLY MEET IN PERSON LATER THIS YEAR OR
2 EARLY NEXT YEAR AS YOU'RE LOOKING DOWN THE ROAD? I KNOW OUR
3 BOARD IS BEGINNING TO HAVE THOSE DISCUSSIONS ABOUT THE FALL.
4 SO I KNOW THE GOVERNOR IS -- THE GOVERNOR'S EXECUTIVE ORDERS
5 EXPIRE IN SEPTEMBER, IT MAY GET EXTENDED. BUT ANYTHING YOU CAN
6 SHARE WITH US ON YOUR THINKING ON THIS, MIGHT BE BENEFICIAL.

7

8 **CAROL KUESTER:** OKAY, AND I GUESS, PERHAPS TO INFORM THAT, IT
9 MIGHT BE -- I GUESS I WOULD ENCOURAGE MEMBERS OF THE BOARD TO
10 WHO HAVE THOUGHTS OR PREFERENCES ABOUT THAT TO REACH OUT TO
11 ME, OR YOU, RICK, OTHERWISE, I WILL JUST, YOU KNOW, I'LL RELY
12 ON CERTAIN OTHER PROTOCOLS AS OUR GUIDANCE.

13

14 **RICK RAMACIER, CHAIR:** GREAT. SOUNDS GOOD. ALL RIGHT. THANK YOU
15 EVERYBODY. WE'LL BE BACK IN HALF AN HOUR FOR THE FARE
16 INTEGRATION TASK FORCE.

17

18 **CAROL KUESTER:** SAME ZOOM, RIGHT?

19

20 **CLERK OF THE BOARD:** SAME LINK, YES. [ADJOURNED].

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