

**METROPOLITAN
TRANSPORTATION
COMMISSION**
Meeting Transcript



JANUARY 10, 2025

1 **REGIONAL NETWORK MANAGEMENT COMMITTEE**

2 **FRIDAY, JANUARY 10TH, 2025, 11:30 AM**

3

4 **V. CHAIR, SUE NOACK:** I WOULD LIKE TO CALL TO ORDER THIS
5 MEETING OF THE REGIONAL NETWORK MANAGEMENT COMMITTEE. I'M SUE
6 NOACK, VICE CHAIR. THE MEETING IS WEBCAST ON THE MTC WEB SITE.
7 COMMITTEE MEMBERS AND MEMBERS OF THE PUBLIC PARTICIPATING BY
8 ZOOM WISHING TO SPEAK SHOULD USE THE RAISED HAND FEATURE OR
9 DIAL STAR NINE AND I WILL CALL UPON THEM AT THE APPROPRIATE
10 TIME. TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST
11 FOUR DIGITS OF THEIR PHONE NUMBER. A ROLL CALL VOTE WILL BE
12 TAKEN FOR ALL ACTION ITEMS DUE TO REMOTE -- DO WE HAVE REMOTE
13 COMMITTEE PARTICIPATION?

14

15 **SPEAKER:** NO.

16

17 **V. CHAIR, SUE NOACK:** I THOUGHT THAT WAS THE CASE. ITEM ONE
18 ROLL CALL AND CONFIRM QUORUM.

19

20 **CLERK OF THE BOARD:** RABBITT IS ABSENT. NOACK?

21

22 **V. CHAIR, SUE NOACK:** HERE.

23

24 **CLERK OF THE BOARD:** AHN?

25



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1 **EDDIE AHN:** HERE.

2

3 **CLERK OF THE BOARD:** CANEPA? EDISON NON-VOTING?

4

5 **CHAD EDISON:** HERE.

6

7 **CLERK OF THE BOARD:** GIACOPINI NON-VOTING IS ABSENT. LEE IS

8 ABSENT. MAHAN IS ABSENT. MOULTON-PETERS?

9

10 **STEPHANIE MOULTON-PETERS:** HERE.

11

12 **CLERK OF THE BOARD:** SHAW, NON-VOTING?

13

14 **DIANE SHAW:** HERE.

15

16 **CLERK OF THE BOARD:** SPERING IS ABSENT. WE HAVE QUORUM.

17

18 **V. CHAIR, SUE NOACK:** THANK YOU. ITEM TWO IS THE CONSENT

19 CALENDAR, INCLUDING AGENDA ITEMS 2A THROUGH 2C.

20

21 **SPEAKER:** MOTION.

22

23 **SPEAKER:** SECOND.

24



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1 **V. CHAIR, SUE NOACK:** GREAT. WE I HAVE MOTION AND SECOND. ANY
2 OTHER COMMENTS ON THIS ITEM? ARE THERE ANY PUBLIC COMMENTS ON
3 THIS ITEM?

4

5 **CLERK OF THE BOARD:** THERE WAS NO WRITTEN CORRESPONDENCE
6 RECEIVED ON THIS ITEM AND THERE IS NO ONE IN THE BOARDROOM OR
7 ZOOM WISHING TO SPEAK ON THIS ITEM.

8

9 **V. CHAIR, SUE NOACK:** OKAY. CAN I DO JUST A VERB AT VOTE ON
10 THIS ONE?

11

12 **CLERK OF THE BOARD:** YES YOU CAN.

13

14 **V. CHAIR, SUE NOACK:** OKAY. ALL IN FAVOR, SAY AYE. [AYES]
15 OPPOSED? ABSTENTIONS? OKAY.

16

17 **CLERK OF THE BOARD:** MOTION PASSES UNANIMOUSLY BY ALL MEMBERS
18 PRESENT.

19

20 **V. CHAIR, SUE NOACK:** THANK YOU. AGENDA ITEM 3A MEANS BASED
21 ELIGIBILITY ENROLL MODEL. JUDIS SANTOS.

22

23 **JUDIS SANTOS:** THANK YOU VICE CHAIR NOACK AND COMMITTEE
24 MEMBERS. JUDIS SANTOS ASSISTANT DIRECTOR WITH MTC ABAG'S
25 OFFICE OF ACCESSIBILITY CULTURE AND RACIAL EQUITY. AND IF



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1 STAFF COULD PLEASE PULL UP THE SLIDE DECK? WE'RE HERE TODAY TO
2 SHARE FINDINGS FROM OUR ELIGIBILITY ENROLLMENT RESEARCH
3 SUPPORTED BY MTC MEANS BASE THE STAFF THIS IS PART EFFORT IN
4 APPLYING PRINCIPLES OF RESOLUTION 4559 PLATFORM TO BETTER
5 SERVE OUR COMMUNITIES AND DISPROPORTIONATELY IMPACTED GROUPS.
6 SINCE ROLL OUT OF THE MEANS BASED PILOT CLIPPER START EXPRESS
7 LANE START WE HAVE HEARD FROM THE COMMISSION THE IMPORTANCE OF
8 IMPROVING AFFORDABILITY DECREASING COST AS A BARRIER FOR
9 TRANSPORTATION ACCESS TO MULTI-MODAL TRANSPORTATION ACCESS TO
10 DESTINATIONS ENABLE CHOICE AND CREATE INCLUSIVE ECONOMIC
11 GROWTH. NEXT SLIDE PLEASE. THE QUESTION BEFORE US TO DO LEAN
12 INTO WHAT CAN STRENGTHEN MTC'S TRANSPORTATION AFFORDABILITY
13 INITIATIVES TO MAKE THEM MORE COMPREHENSIVE IN ELIGIBILITY AND
14 SERVICES AS WELL AS MORE FLEXIBLE FOR CUSTOMERS AND HOW THEY
15 CAN BE ACCESSED AND USED WHILE STILL BEING FEASIBLE AT SCALE
16 AS A REMINDER THE FOLLOWING INITIATIVES ARE A PILOT PROGRAM TO
17 LEARN FROM EXPLORE AND EXPERIMENT FOR GREATER IMPACT AS WE'RE
18 TRANSITIONING FROM A PILOT TO PERMANENCY STAGE. CLIPPER START
19 PROVIDES 50% TRANSIT DISCOUNT ON SINGLE TRANSIT RIDE EXPRESS
20 LANES START PROVIDES 50% DISCOUNT FOR ONE POWER OCCUPANCY ON
21 I-880 BETWEEN OAKLAND AND MILPITAS USING FASTRAK TRANSPONDER
22 AND LASTLY STATE ROUTE 37 FUTURE TOLLING PROGRAM LINKS U.S.
23 101 NOVATO INTERSTATE 80 VALLEJO. NEXT SLIDE. IN WINTER 2024,
24 AN INTERNAL NEEDS BASED COLLABORATIVE WAS FORMED TO PROMOTE
25 COORDINATION AND ALIGNMENT FOR CLIPPER START, EXPRESS LANES



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1 START AND STATE ROUTE 37. NOT JUST PROJECT BY PROJECT BUT
2 PROGRAMMATICALLY SERVING A REGIONAL PORTFOLIO OF PEOPLE AND
3 SERVICES. MEANS BASED COLLABORATIVE GUIDANCE PRINCIPLES FOR
4 THE RESEARCH INCLUDE THAT THE CURRENT PROGRAM PILOT STRUCTURE
5 SHOULD NOT INHIBIT BOLD THINKING PROGRAM DESIGN BY DRIVEN
6 CUSTOMER EXPERIENCE MORE THAN ONE PROGRAM MAY BE NECESSARY TO
7 ACHIEVE PROJECT GOALS MAJORITY OF PROGRAM EXPENSES SHOULD GO
8 TOWARD BENEFIT NOT ADMINISTRATION ALIGNMENT WITH PARTNERS
9 SHOULD EXTEND REACH AND LASTLY ELIGIBILITY RECOMMENDATIONS
10 SHOULD BE DATA INFORMED BACKED UP BY EVIDENCE AND REINFORCED
11 BY REAL-WORLD EXPERIENCE. NEXT SLIDE PLEASE. WE NOW PIVOT TO
12 HOW DO MTC START PROGRAMS COMPARE WITH OTHER PEERS, PARTNER
13 PROGRAMS IN AREAS OF ELIGIBILITY CRITERIA AND THE
14 QUALIFICATION PROCESS. FOR ELIGIBILITY CRITERIA WE MEAN THE
15 POLICY FACTORS TO QUALIFY TO PARTICIPATE IN THE PROGRAM AND
16 FOR THE QUALIFICATION PROCESS WHAT WILL MAKE IT EASIER FOR
17 PEOPLE TO ENROLL AND RECEIVE THE BENEFIT. THE RESEARCH
18 INVOLVED REVIEWING OVER 50 NATIONAL MEANS BASED PROGRAMS
19 INCLUDE TRANSIT MICRO-MOBILITY, TOLLING, UTILITIES AND OTHER
20 PUBLIC BENEFITS. THE TEAM LOOKED AT DETAILED ELIGIBILITY
21 REQUIREMENTS, QUALIFICATION METHODS ENROLLMENT PROCESSES AND
22 BENEFIT TYPES. NEXT SLIDE. THIS TABLE OUTLINES OUR CURRENT
23 ELIGIBILITY MODEL FOR THE EXPRESS LANES START AND CLIPPER
24 START PILOTS. STATE ROUTE 37'S EQUITY PROGRAM IS TO BE
25 DETERMINED. TO QUALIFY APPLICANTS MUST SHOW PROOF OF IDENTITY



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1 AND PROOF OF INCOME. INDIVIDUALS MUST EARN UP TO INCOME
2 ELIGIBILITY THRESHOLD WHICH IS 200% OF FEDERAL POVERTY LEVEL
3 WHICH IS APPROXIMATELY \$60,000 INCOME FOR HOUSEHOLD OF FOUR.
4 WAYS TO VERIFY INCOME THROUGH HAVING CAL-FRESH ELECTRONICS
5 BENEFITS TRANSFER CARD MEDICAL CART LIFELINE CARD COUNTIES
6 BENEFIT ELIGIBILITY LETTER, TAX RETURN. COMMON VERIFICATION
7 METHOD IS MEDICAL CARD AND CAL-FRESH EBT CARD. VERIFICATION
8 NEW LIFELINE CARD AND LASTLY START PROGRAM SERVES THE I80
9 EXPRESS LANES ONLY AND CLIPPER PROVIDE TRANSIT DISCOUNT TO 22
10 OF THE REGION'S TRANSIT OPERATORS. SO, ALL TRANSIT OPERATORS
11 ON THE CLIPPER SYSTEM. NEXT SLIDE, PLEASE. RESEARCH WAS
12 CONDUCTED INTO PEER PROGRAMS TO ASSESS WHETHER THE CURRENT
13 INCOME ELIGIBILITY THRESHOLD OF 200% OF FEDERAL POVERTY LEVEL
14 IS IN LINE WITH THE INDUSTRY AND CALIFORNIA MEANS BASED
15 STANDARDS, AND, ADDITIONALLY, TO UNDERSTAND TRENDS TO VERIFY
16 OR PROVE ELIGIBILITY. THIS SLIDE SHOWS THE MEANS BASED INCOME
17 ELIGIBILITY REQUIREMENT FOR 35 MEANS BASED PROGRAMS THAT HAVE
18 A SPECIFIC INCOME THRESHOLD. THE TOTAL PERCENTAGE DOES NOT ADD
19 UP TO 100% BECAUSE OF ROUNDING. AND ALSO TO NOTE, THE FIRST
20 CATEGORY READS "SPECIFIC INCOME LIMIT REGARDLESS OF HOUSEHOLD
21 SIZE." OVERALL, MOST MEANS BASED PROGRAMS USE SOME PERCENTAGES
22 BASED ON FEDERAL POVERTY LEVEL TO QUALIFIED PARTICIPANTS INTO
23 PROGRAMS SUCH AS LISTED DOWN ON THE LEFT FROM 125% FEDERAL
24 POVERTY LEVEL TO 300% FEDERAL POVERTY LEVEL INCOME THRESHOLDS
25 INCLUDE MEDIAN INCOME STATE INCOME AND ECONOMIC INDEX STANDARD



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1 DEFINED AS MEASURE OF INCOME THAT OLDER ADULTS AGED 65 AND
2 OVER NEED TO MEET BASIC NEEDS. MTC'S CURRENT 200% FEDERAL
3 POVERTY LEVEL IS ALIGNED WITH MANY OF ITS PEER TRANSPORTATION
4 MEANS BASED PROGRAMS AS WELL AS POTENTIAL ENROLLMENT PARTNERS
5 PROGRAMS SUCH AS MEANS BASED UTILITY PROGRAMS 31% OF HIGHEST
6 INCOME ELIGIBILITY THRESHOLD FOUND IN RESEARCH USED IN
7 CALIFORNIA FOR ALL CLEAN CARS FOR ALL INITIATIVES GRANT
8 PROGRAM ELECTRIC VEHICLE PURCHASE BAY AREA AIR QUALITY
9 MANAGEMENT DISTRICT DISTRICT 300% FEDERAL POVERTY LEVEL
10 HIGHEST AREA MEDIAN INCOME-BASED INCOME ELIGIBILITY THRESHOLD
11 FOURTH FROM THE TOP USED BY SAN MATEO COUNTY'S TRANSPORTATION
12 BENEFITS PROGRAM 60% OF SAN MATEO COUNTY AREA MEDIAN MECHANIC
13 WHICH IS TWO -- VERIFIED AT INDIVIDUAL LEVEL IMPORTANT TO NOTE
14 MANY PROGRAMS ARE MOVING AWAY FROM FEDERAL POVERTY LEVEL AND
15 USING EXISTING ENROLLMENT IN PUBLIC BENEFITS PROGRAM TO
16 CONFIRM ELIGIBILITY THE BOTTOM BAR REFERS TO PROGRAMS THAT
17 QUALIFY APPLICANTS ONLY THROUGH PROOF OF PARTICIPATION AND
18 OTHER LOW-INCOME BENEFITS PROGRAMS LIKE CAL-FRESH MEDICAL CAL-
19 WORKS ET CETERA FOR EXAMPLE, SOUTHERN CALIFORNIA METROLINK
20 MOBILITY FOR ALL PROGRAM ELIGIBILITY CRITERIA IS HAVING VALID
21 EBT CARD ISSUED BY THE STATE OF CALIFORNIA. NEXT SLIDE. FOR
22 QUALIFICATION FINDINGS IN CALIFORNIA MOST COMMON MEANS BASED
23 PROGRAM USER TO QUALIFY APPLICANTS 200% OF FEDERAL POVERTY
24 LEVEL INCLUDE CAL-FRESH APPROXIMATELY 400,000 NEW BAY AREA
25 ENROLLMENTS ANNUALLY MEDICAL APPROXIMATELY 2 MILLION BAY AREA



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1 CURRENTLY ENROLLED. THE PROGRAMS HAVE DIFFERENT AGE
2 REQUIREMENTS AND ELIGIBILITY REQUIREMENTS ARE FOR EXAMPLE,
3 DISABILITY AND HEALTH STATUTES THE NUMBERS HIGHLIGHT
4 ENROLLMENT OPPORTUNITIES THAT EXIST WITHIN OUR CURRENT PILOT'S
5 INCOME THRESHOLD. MTC CURRENTLY ACCEPTS CAL-FRESH AND MEDICAL
6 DOCUMENTATION TO QUALIFY INCOME FOR THE START PROGRAMS. MOST
7 PROGRAMS ACCEPT DOCUMENTATION FROM A WIDE LIST OF LOCAL,
8 STATE, AND FEDERAL LOW-INCOME PROGRAMS TO QUALIFY APPLICANTS.
9 SOME PROGRAMS ARE MORE GENERAL, BROADLY STATING THAT
10 DOCUMENTATION FOR PUBLIC BENEFITS PROGRAMS IS ACCEPTED FOR
11 QUALIFICATION. USING PROOF OF ENROLLMENT IN ANOTHER PROGRAM TO
12 QUALIFY APPLICATION R APPLICANTS IS KNOWN AS CROSS
13 QUALIFICATION. WE ALSO WANT TO LIFT UP THE CALIFORNIA
14 INTEGRATED TRAVEL PROJECT, CAL ITP STATE INITIATIVE SUPPORTED
15 BY CALSTA AND CALTRANS PARTNERS FROM THE CALIFORNIA DEPARTMENT
16 OF TECHNOLOGY AND CALIFORNIA AIR RESOURCES BOARD THIS
17 INITIATIVE IS ADDRESSING ELIGIBILITY VERIFICATION AT A
18 STATEWIDE LEVEL AND MTC STAFF CONTINUES TO SEEK OPPORTUNITIES
19 TO LEVERAGE EFFORTS AND IN PARTICULAR THE AUTOMATIC DIGITAL
20 ELIGIBILITY VERIFICATION MODEL. NEXT SLIDE. FOR CONTEXT THIS
21 TABLE HIGHLIGHTS MTC'S ELIGIBILITY ENROLLMENT TO DECEMBER 8TH,
22 2024 BASED ON 200% OF FEDERAL POVERTY LEVEL. FOR CLIPPER START
23 THERE ARE 46,207 APPLICATIONS THIS IS FOR A FOUR YEAR ONE
24 MONTH PROGRAM DURATION EXPRESS LANES START 4,445 APPROVED
25 APPLICATIONS FOR 12 MONTH PROGRAM DURATION AND OF THOSE 1,100



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1 ARE APPROVED BUT NOT CODE REDEEMED WITH FASTRAK OR ACTIVATED.
2 WE HAVE SIGNIFICANT OPPORTUNITIES HERE WHAT NEEDS TO BE
3 ADJUSTED PRIORITIZED AND FOCUSED ON TO REACH THE UNTAPPED
4 MARKET. NEXT SLIDE. THE ELIGIBILITY THRESHOLD RESEARCH
5 FINDINGS SHOWED SIGNIFICANT OPPORTUNITIES EXIST TO REACH
6 UNTAPPED MARKET AT CURRENT 200% FEDERAL POVERTY LEVEL
7 THRESHOLD START PROGRAMS CAN BE ENHANCED TO BETTER REACH HIGH
8 NEED ELIGIBLE POPULATIONS AT CURRENT THRESHOLD EVEN MODEST
9 INCREASES IN THE INCOME ELIGIBILITY THRESHOLD WOULD
10 SUBSTANTIALLY INCREASE THE START PROGRAMS ELIGIBLE POPULATION
11 THRESHOLD ALONE DOESN'T NECESSARILY EQUATE TO INCREASED
12 PROGRAM UPTAKE, INTENSIVE OUTREACH AND ENGAGEMENT EFFORTS
13 WOULD BE REQUIRED TO REACH THE NEWLY ELIGIBLE POPULATION AS
14 THERE IS NO CURRENT POOL OR PIPELINE INCREASING THE THRESHOLD
15 WITHOUT ROBUST EFFORTS WOULD NOT SIGNIFICANTLY EXPAND OR
16 ACCESS OR INCREASE PROGRAM UPTAKE. NEXT SLIDE PLEASE. WHICH
17 LEADS US TO THE FRAMEWORK FOR DEVELOPING DRAFT RECOMMENDATIONS
18 THAT WOULD INFORM AND GUIDE PROPOSED CHANGE STRATEGIES. WE
19 FIRST START AT THE TOP WITH DEVELOPING STRATEGIES THAT EXTEND
20 PROGRAM REACH TO MEET THE UNTAPPED OPPORTUNITY AT THE CURRENT
21 THRESHOLD AS IDENTIFIED BY THE RESEARCH FINDINGS.
22 ADDITIONALLY, DEVELOPING STRATEGIES STARTING AT THE FAR LEFT
23 THAT, ONE, ADDRESS PROGRAMMATIC OR SYSTEMS LEVEL CHALLENGES TO
24 IMPROVE PROGRAM ACCESS AND REDUCE BARRIERS, FOR EXAMPLE,
25 UNDERSTANDING THE ROOT CAUSES OF THE CHALLENGES OF WHY PEOPLE



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1 ARE NOT ENROLLING. ARE THERE PROGRAMMATIC SOCIAL ISSUES IN
2 PARTICIPATING IN GOVERNMENT PROGRAMS, LEVERAGING LEARN FROM
3 OTHER SECTORS. ENHANCE EVOLVE PROGRAMS AWARENESS EFFORTS TO
4 REACH PEOPLE EXPERIENCING VULNERABILITIES MARKETING OUTREACH
5 ENGAGEMENT COUNTY PARTNERSHIPS TO GET BENEFITS INTO THE HANDS
6 OF PEOPLE AND THREE DEVELOPING STRATEGIES TO EXPAND OR
7 STREAMLINE THE ENROLLMENT PROCESS TO IMPROVE THE CUSTOMER
8 EXPERIENCE, FOR EXAMPLE, CROSS QUALIFICATION AND NOT JUST
9 INCOME ELIGIBILITY REQUIREMENT SUCH THAT WHEN A USER APPLIES
10 AND IS DETERMINED ELIGIBLE FOR A PARTNER BENEFITS PROGRAM,
11 LIKE CAL-FRESH, THEY ARE NOTIFIED OF THEIR ELIGIBILITY FOR MTC
12 MEANS BASED PROGRAMS. THESE STRATEGIES ARE INTENDED TO RESULT
13 IN IMPROVED UPTAKE AND PARTICIPATION IN THE PROGRAMS LEADING
14 TO IMPROVED TRANSPORTATION AFFORDABILITY AND INCREASE TRANSIT
15 RIDERSHIP. NEXT SLIDE PLEASE. ADDITIONALLY OUR APPROACH TO
16 ENHANCE THE START PROGRAMS AT THE CORE FOCUSES ON THE USER AND
17 CUSTOMER. THIS INCLUDES CROSS QUALIFICATION WHICH IS A COST
18 EFFECTIVE WAY TO REACH MORE USERS AND CUSTOMERS. CROSS CONNECT
19 AND LEVERAGE PROGRAMS LIKE MEDICAL, CAL-FRESH, AND PARTNERS TO
20 NOTIFY THE ALREADY ELIGIBLE OF THIS BENEFIT THAT THEY QUALIFY
21 THROUGH DIGITAL ENGAGEMENT, CLIENT ENGAGEMENT OTHER AND MEANS.
22 AND TO BE RESPONSIVE TO REACHING CUSTOMERS WITH INCOME ABOVE
23 200% FEDERAL POVERTY LEVEL BUT NOT SOLELY FOCUSING ON INCOME
24 BUT ALSO COMMUNICATING ELIGIBILITY BY PARTICIPATING IN
25 QUALIFYING GOVERNMENT BENEFIT PROGRAM THE CURRENT MODEL



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1 COMMUNICATES AND FOCUSES ON INCOME ELIGIBILITY AND INCOME
2 VERIFICATION. ANOTHER WAY TO THINK ABOUT CROSS QUALIFICATION
3 IS INSTEAD OF FOCUSING ON INCOME WE WOULD WELCOME ANYONE
4 ENROLLED IN PROGRAMS LIKE MEDICAL CAL-FRESH AND OTHERS AS LONG
5 AS THEY MEET OUR AGE REQUIREMENTS. SECOND CATEGORIES INCREASED
6 AWARENESS RELATES TO BETTER MARKETING ENGAGEMENT CONTINUE WITH
7 PROVEN METHODS AND PARTNERS ADDITIONALLY PARTNER WITH COUNTIES
8 OTHER BENEFIT PROVIDERS AND COMMUNITY-BASED ORGANIZATIONS TO
9 SIGN UP ALREADY ELIGIBLE UTILIZED CUSTOMIZED METHODS TO REACH
10 UNDER REPRESENTED GROUP IN PREVIOUS MARKETING EVALUATION
11 FINDINGS AND PROMOTE MARKETINGS ALIGNMENT WITH STARTING WITH
12 CLIPPER EXPRESS LANE STARTS WITHIN OTHER MTC PROGRAMS LIKE
13 BEING MTC DOORWAYS HOUSING PORTAL HUB TO FIND AFFORDABLE
14 HOUSING IN THE BAY AREA. IN SUMMARY MTC'S PORTFOLIO TO SUPPORT
15 MEANS BASED INDIVIDUALS HAS DEVELOPED DURING THE LAST 20 YEARS
16 EXPANDED IN THE LAST FIVE YEARS WE CONTINUE TO ENHANCE OUR
17 EXISTING PORTFOLIO WITH SCALING UP PRIORITY THROUGH
18 PARTNERSHIPS CROSS QUALIFICATION AND MARKETING ENROLLMENT
19 IMPROVES TO GET AS MANY PEOPLE SIGNED UP AND PARTICIPATING.
20 STATE ROUTE 37 POSES A UNIQUE OPPORTUNITY TO EXPAND OUR
21 EXPERIMENT WITH MEANS BASED TOLL DISCOUNT APPROACH PERHAPS
22 THROUGH A TIERED DISCOUNT EXPLORING MOBILITY STIPEND WHICH IS
23 A FIXED MONETARY VALUE PROVIDED IN THE FORM OF PREPAID DEBIT
24 CARD RESTRICTED TO TRANSPORTATION OTHER AND EQUITY SOLUTIONS
25 ALIGNED WITH COMMUNITY GENERATED FEEDBACK. NEXT SLIDE. OUR



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1 NEXT STEPS INCLUDE INCORPORATING FEEDBACK INTO THE
2 RECOMMENDATIONS ON HOW TO FURTHER IMPROVE ELIGIBILITY
3 ENROLLMENT PROCESSES AND SECONDLY RETURN IN THE SPRING TO HEAR
4 FEEDBACK ON THE PROPOSED RECOMMENDATIONS. LAST WE HAVE A
5 NUMBER OF QUESTIONS FOR YOU FOR YOUR CONSIDERATION TO PROVIDE
6 FEEDBACK. WHAT ARE IMPORTANT CONSIDERATIONS IN PURSUING CROSS
7 QUALIFICATION FOR THE START PROGRAMS. WHAT ARE OTHER AREAS TO
8 BUILD FLEXIBILITY EASE AND START TO BETTER SERVE CUSTOMERS.
9 WHAT SPECIFIC PARTNERS OR NETWORK ORGANIZATIONS ARE IMPORTANT
10 TO ENGAGE IN SUPPORT GETTING THE BENEFIT INTO THE HANDS OF
11 PEOPLE THAT NEED IT AND THIS CONCLUDES THE PRESENTATION.
12 LOOKING FORWARD TO HEARING YOUR INSIGHT

13

14 **CHAIR, DAVID RABBITT:** THANK YOU. STEPHANIE.

15

16 **STEPHANIE MOULTON-PETERS:** YOU KNOW IT OCCURRED TO ME AS I WAS
17 LISTENING TO YOU, JUDIS, WE'RE OPENING A COUNTY SERVICES HUB
18 IN MARIN COUNTY YOU MAY HAVE THESE IN YOUR COUNTIES WE'RE JUST
19 GETTING THEM BUT ANYWAY WE OPENED ONE IN WEST MARIN NOW WHERE
20 WE WILL BRING OUR SOCIAL SERVICES BUT CON SIGN PEOPLE FOR CAL-
21 FRESH AND ALL THESE. ONCE WE HAVE GOT PEOPLE IN THERE SIGNED
22 UP FOR ALL KINDS OF THINGS INCLUDING THIS SO YOU KNOW I'M
23 DELIGHTED TO HEAR YOU'RE THINKING OF CROSS CONNECTIONS AND
24 CROSS QUALIFICATION CERTAINLY OTHER ORGANIZATIONS, PG&E AND
25 OTHER UTILITIES USE THIS FOR THEIR QUALIFICATION PROGRAM BUT



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1 WE CAN DELIVER ONE-STOP-SHOP FOR THESE KINDS OF SERVICES WE
2 WOULD LIKE TO DO.

3

4 **V. CHAIR, SUE NOACK:** DAVID?

5

6 **DAVID CANEPA:** WE HAVE IN SAN MATEO OUR CORE AGENCIES WE HAVE
7 VARIOUS NON-PROFITS THAT THE COUNTIES CONTRACTS WITH THEN
8 OBVIOUSLY IN PARTNERSHIP WITH OUR HUMAN SERVICE AGENCY SO
9 THAT, SORT OF, COLLABORATION IT ALREADY EXISTS. DO YOU HAVE A
10 CURRENT -- IS THERE AN EXISTING RELATIONSHIP RIGHT NOW THAT
11 YOU MIGHT HAVE WITH SOME OF THESE ENTITIES?

12

13 **JUDIS SANTOS:** WE DO HAVE EXISTING RELATIONSHIPS, HOWEVER WE'RE
14 EAGER TO IDENTIFY CHAMPIONS TO HELP US ADVOCATE AND WORK WITH
15 OUR COUNTY PARTNERS.

16

17 **DAVID CANEPA:** I THINK THE WORK YOU'RE DOING IS SO MEANINGFUL
18 AND SO IMPORTANT. I'M REALLY, YOU KNOW, JUST WORKING IN
19 PARTNERSHIP WITH THE COUNTY EXECUTIVES OFFICE, AND WORKING
20 WITH THE NON-PROFITS. IT REALLY -- IT'S REALLY WHAT YOU'RE
21 DOING IS RIGHT IN THE WHEELHOUSE WHAT WE'RE ALREADY DOING IN
22 OTHER AREAS. I MEAN BEING A SUPERVISOR OF ONE COUNTY -- I
23 WOULD LIKE TO BE A SUPERVISOR OF NINE COUNTIES. [LAUGHTER]

24

25 **SPEAKER:** GO AHEAD.



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1

2 **DAVID CANEPA:** IT'S A VERY COMPLICATED ISSUE. IT'S HARD. BUT
3 ONE OF THE THINGS I WOULD SUGGEST THAT YOU WOULD DO IS REALLY
4 TO WORK WITH THE COUNTY EXECUTIVES OFFICE AND REALLY SEEING
5 WHAT YOU CAN DO TO WORK WITH THE EXISTING FRAMEWORKS THAT ARE
6 THERE. HUMAN SERVICE AGENCY IS REALLY, CRITICAL IN TERMS
7 PARTNERSHIP. SO WANT TO JUST UPLIFT YOUR COMMENTS. I THINK
8 YOU'RE CORRECT. AND YOU KNOW, I THINK THAT WOULD BE HELPFUL
9 MOVING FORWARD.

10

11 **STEPHANIE MOULTON-PETERS:** IF I COULD CHIME IN. I HAD FORGOTTEN
12 ABOUT THE NON-PROFIT SERVICE PROVIDERS WHO DELIVER A LOT OF
13 OUR COUNTY SERVICES. SO THEY'RE IN A LOT OF AREAS.

14

15 **DIANE SHAW:** THANK YOU. TO EXPAND ON THAT. WHAT I WANT TO ASK -
16 - THIS IS A GREAT IDEA -- AND MAYBE YOU ANSWERED IT BY
17 IDENTIFYING CHAMPIONS BUT WHAT ARE THE THINGS THAT YOU THINK
18 IT'S GOING TO TAKE TO MAKE SOME OF THOSE THINGS HAPPEN?
19 BECAUSE SAN MATEO COUNTY IS A LITTLE BIT -- I SHOULDN'T SAY
20 IT'S SMALLER, BUT IT'S SMALLER THAN ALAMEDA COUNTY. SO YOU'RE
21 NOT JUST GOING TO HAVE ONE PLACE THEY CAN GO TO BECAUSE IT'S
22 WAY TOO BIG, AND I DON'T KNOW IF THESE APPLICATIONS CAN BE
23 DONE ONLINE AS WELL? OR IF THEY'RE REQUIRING IN-PERSON TYPE
24 STUFF BECAUSE IF THEY CAN BE DONE ONLINE THAT MATTERS. I WAS



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1 WONDERING WHAT ARE THE CHALLENGES YOU'RE HAVING TO
2 IMPLEMENTING THESE TYPES OF PARTNERSHIPS?

3

4 **JUDIS SANTOS:** THERE ARE A NUMBER OF CHALLENGES AS WELL AS
5 OPPORTUNITIES. WE'RE GOING TO BE COMING BACK TO THIS COMMITTEE
6 IN THE SPRING TO OFFER SOME SPECIFIC STRATEGIES AND TACTICS.
7 BUT AS FAR AS IDENTIFYING PARTNERSHIPS, WE'RE EAGER AND LOOK
8 FOR CHAMPIONS TO HELP ADVOCATE AS WE WORK WITH THE VARIOUS
9 COUNTIES IN IDENTIFYING COMMUNITY-BASED ORGANIZATION THAT
10 WORKS AS WELL AS PUBLIC HEALTH AND SOCIAL SERVICE NETWORKS.

11

12 **DIANE SHAW:** OKAY. AND I WANT TO ADD TO THAT, ONE OF THE
13 THINGS, I KNOW IN FREMONT WE HAVE AN AREA THAT HELPS US DO
14 APPLICATIONS FOR CLIPPER START AND FOR CLIPPER, AND I KNOW
15 THEY HAVE CHALLENGES THEMSELVES JUST GETTING PEOPLE TO DO IT.
16 MINE, THEY GET PEOPLE COMING IN, THEY TELL THEM ABOUT IT, BUT
17 THEN PEOPLE DON'T WANT TO DO IT. SO IT'S REALLY TRYING TO
18 UNDERSTAND WHAT'S BEHIND THAT, THAT YOU MENTIONED. IT'S NOT
19 JUST PROVIDING THAT AVENUE FOR THEM, IT'S GETTING THEM TO USE
20 THE AVENUE, BECAUSE WE DO HAVE THE AVENUES AND THEY'RE NOT
21 ALWAYS USED SO REALLY TRYING TO UNDERSTAND WHAT'S BEHIND THAT.
22 YOU MADE A COMMENT ABOUT MOVING AWAY FROM FPL, AND DOING THESE
23 OTHER THINGS, BUT AREN'T THESE PROGRAMS LIKE CAL-FRESH BASE
24 FPL, SO IT'S NOT MOVING AWAY FROM THAT AS AN INDIVIDUAL THING?

25



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1 **JUDIS SANTOS:** CAL-FRESH MEDICAL BOTH HAVE CURRENT ELIGIBILITY
2 THRESHOLDS AT 200% OF FEDERAL POVERTY LEVEL WHAT WE'RE
3 PROPOSING IS TO NOT JUST PURELY FOCUS ON INCOME ELIGIBILITY
4 BUT ALSO LOOKING INTO CROSS QUALIFICATION WHERE WE USE BEING
5 PARTICIPATE FIGURE A CURRENT PROGRAM AUTOMATICALLY QUALIFIES
6 YOU FOR MEANS BASED PROGRAM.

7

8 **DIANE SHAW:** YEAH I TOTALLY AGREE WITH THAT'S THE WAY TO GO NO
9 QUESTION. JUST WANT TO MAKE SURE I UNDERSTAND THE COMMENT
10 ABOUT MOVING AWAY. THEN MY LAST QUESTION YOU MENTIONED TRANSIT
11 AGENCIES AS FAR AS USING CLIPPER START YOU DON'T MENTION THEM
12 IN ANY OTHER WAYS MY QUESTION IS HOW DO YOU SEE TRANSIT
13 AGENCIES BEING PART OF THE SOLUTION.

14

15 **JUDIS SANTOS:** WE'RE CURRENTLY WORKING WITH OUR TRANSIT
16 OPERATORS. WE'RE ACTIVELY INVOLVED IN MARKETING, ENGAGEMENT,
17 PLANNING AND DESIGN, AS WELL AS EVALUATION. AND MTC STAFF TEAM
18 MEETS WITH THEM ON A DAILY BASIS ON CLIPPER START. SO, THEY'RE
19 ACTIVELY ENGAGED IN PART OF THE SOLUTION IDENTIFICATION AND
20 IMPLEMENTATION.

21

22 **DIANE SHAW:** WHAT I HEAR THERE AREN'T ANY CHALLENGES THAT THERE
23 IS NOTHING ELSE WE CAN DO MOVING FORWARD TO -- THERE IS NO
24 OTHER NEEDS YOU NEED FROM TRANSIT AGENCIES?

25



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1 **SUE NOACK:** DON'T EVER SAY THAT [LAUGHTER]

2

3 **DIANE SHAW:** I WANT TO MAKE SURE. YOU KNOW? I MEAN, IT SOUNDS
4 LIKE IT'S ALL WORKING GREAT. AND I'M, LIKE, IS THAT REALLY
5 TRUE?

6

7 **JUDIS SANTOS:** SO, THIS SPRING YOU WILL BE HEARING SPECIFICS,
8 AS FAR AS STRATEGIES AND TACTICS ON CHANGE STRATEGIES.

9

10 **DIANE SHAW:** THAT'S WHAT I WANTED TO HEAR.

11

12 **SPEAKER:** I WOULD LIKE TO EMPHASIZE OUR INTEREST AND
13 WILLINGNESS AT THE STATE LEVEL TO WORK WITH OUR PROJECT AT THE
14 CALIFORNIA DEPARTMENT OF TECHNOLOGY, AS WELL AS WITH CALTRANS
15 AND CALSTA ON THIS KIND OF CROSS QUALIFICATION. WE VERY MUCH
16 WANT TO MAKE IT EASIER FOR PEOPLE WHO HAVE QUALIFIED FOR CAL-
17 FRESH OR MEDICAL OR CAL-WORKS, THOSE TYPES OF PROGRAMS TO BE
18 ABLE TO GO ONLINE AND QUICKLY GET THIS KIND OF QUALIFICATION
19 AS WELL. SO WE'LL CONTINUE -- WE HAVE PEOPLE WHO ARE GLAD TO
20 MEET WITH YOU ALL ON THIS. IF YOU HAVE SOMEONE IN THOSE OTHER
21 PROGRAMS AT COUNTY LEVEL BEING ABLE TO SAY HEY WE FOUND OUT
22 ABOUT THIS WE WANT TO ADD IT ON AND BEING ABLE TO DO THAT FROM
23 HOME IS KEY, WILLING TO WORK ON THIS AND JUST OUTSIDE OF JUST
24 TRANSPORTATION CHALLENGES WE HAVE THINGS THAT ARE BEYOND AT



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1 THE STATE LEVEL THAT'S WHY IT'S GETTING CROSS AGENCY FOCUSED
2 AT THE STATE OF CALIFORNIA.

3

4 **V. CHAIR, SUE NOACK:** REBECCA?

5

6 **REBECCA KAPLAN:** THANK YOU VERY MUCH EXCITED TO HAVE OUR STATE
7 PARTNERS EXCITED ABOUT THIS TOO THAT'S HELPFUL AND THINKING
8 ABOUT TRANSITION HAPPENING WHEN YOU FILL OUT THE CHANGE OF
9 ADDRESS AT THE POST OFFICE, AND CHECK A BOX YOUR VOTER
10 REGISTRATION, RIGHT YOU CAN CHECK A BOX TO GET THIS. AND ON A
11 POLICY BASIS I WHOLEHEARTEDLY SUPPORT THE CROSS QUALIFICATION
12 PROPOSAL AND IF THIS BODY THEREFORE NEEDS TO MAKE THE RULES
13 MORE FLEXIBLE SUCH THAT YOU KNOW IF YOU'RE IN MEDICAL YOU
14 MIGHT AT 213% BUT IF YOU'RE IN MEDICAL, CAL INFERENCE YOU'RE
15 WORKS AUTOMATICALLY QUALIFY AND YOU DON'T HAVE TO ALSO SUBMIT
16 INCOME TO QUALIFY, I THINK IT'S WORTH LOOSENING REQUIREMENTS
17 TO MAKE IT AUTOMATICALLY CROSS ELIGIBLE IF YOU ARE IN ONE OF
18 THESE EXISTING PROGRAMS AND TO TALK TO THE EXISTING PROGRAMS
19 THAT GETS A CHECK BOX TO GET YOU DUAL SIGNED UP. THAT WOULD BE
20 HELPFUL.

21

22 **V. CHAIR, SUE NOACK:** ONE OF THE AREAS I WAS THINKING ABOUT
23 WHILE PEOPLE WERE TALKING, ALL SCHOOLS HAVE THE FREE LUNCH AND
24 BREAKFAST PROGRAM, AND A LOT OF THOSE PEOPLE WOULD QUALIFY AND
25 GAIN INFORMATION TO THOSE STUDENTS. SO A LOT OF STUDENTS TAKE



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1 TRANSIT, AS WELL. AND GETTING THAT INFORMATION TO THE PARENT
2 WOULD BE HELPFUL THROUGH THE SCHOOL SYSTEM. JUST AN ADDITIONAL
3 THOUGHT.

4

5 **V. CHAIR, SUE NOACK:** STEPHANIE.

6

7 **STEPHANIE MOULTON-PETERS:** JUST A FOLLOW-UP QUESTION WE'RE
8 FOCUSING ON ELIGIBILITY FOR THE MOST PART TODAY BUT I WANTED
9 TO UNDERSTAND LOCALLY WE HAVE FOUND DIFFICULTY IN SELLING
10 CLIPPER CARDS TO CERTAIN MEMBERS OF THE COMMUNITY BECAUSE THEY
11 DON'T HAVE BANK ACCOUNTS SO I UNDERSTAND YOU CAN PUT CASH INTO
12 THE CLIPPER MACHINE BUT IF YOU'RE GOING TO DO THAT YOU MAY AS
13 WELL HAND IT TO THE BUS DRIVER. I KNOW THAT'S A MAJOR
14 STUMBLING BLOCK.

15

16 **V. CHAIR, SUE NOACK:** FASTRAK AND CLIPPER BOTH NEEDING
17 SOMETHING TO BE ABLE TO REPLENISH MAKES IT -- FASTRAK IT MORE
18 DIFFICULT BECAUSE CARB CONCEPT IS A LITTLE HARDER. CLIPPER'S
19 GOT THAT AND YOU KNOW IT GOES TO JUST ACCESS CLIPPER CARDS I
20 HAVE TO GET MY SENIOR CLIPPER CARD IT REALLY IS WORTH IT JUST
21 MTC COULD REIMBURSE A WHOLE LOT LESS TO ME IF I USE MY SENIOR
22 CARD BUT I HAVE NOT -- I JUST FORGET, IT'S ONE OF THOSE
23 THINGS, I HAVE TO GET A NEW FASTRAK AND EVERY TIME I GO TO
24 WALGREENS I ALSO FORGET AND SO SOME OF THAT MORE VISIBLE YOU
25 CAN SIGN UP FOR THIS HERE OR GET THIS HERE WOULD BE HELPFUL



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1 FOR A LOT OF PEOPLE I THINK AS A REMINDER. ANY ADDITIONAL
2 COMMENTS? HOPEFUL YOU HAVE GOT SOME GOOD FEEDBACK FROM US. AND
3 LOOK FORWARD TO HEARING SOME MORE SPECIFIC STRATEGIES GOING
4 FORWARD AND LOVE TO GET THOSE NUMBERS UP FROM THE 41,000 TO
5 SOMETHING MUCH MORE SIGNIFICANT CLOSER TO SOME OF THE OTHER
6 PROGRAMS, I THINK THAT'S REALLY BENEFICIAL. ONE OTHER THOUGHT
7 I HAD AND I KNOW THAT THE COUNTY CONNECTION TRANSIT AREA, THE
8 LINE THAT GOES THROUGH THE MOST ECONOMIC -- SOCIALLY ECONOMIC
9 AREA IS FREE BUS RIDE. BECAUSE IT'S PAID FOR THROUGH OTHER
10 PROGRAMS. SO THEN THEY DON'T REALLY NEED CLIPPER CARDS IF
11 THAT'S THE ONLY ROUTE THEY TAKE. SO I THINK THAT'S SOMETHING
12 ELSE WE HAVE TO LOOK AT. I DON'T KNOW WHETHER OTHER AGENCIES
13 HAVE THE SAME PROGRAM SUCH THAT THEY DON'T NEED THAT BUT I
14 KNOW THAT THAT MIGHT STOP SEVERAL FROM GETTING START CLIPPER
15 CARTS AND THINGS LIKE THAT IN MY AREA. OKAY. IS THERE ANY
16 PUBLIC COMMENT, MARTHA

17

18 **CLERK OF THE BOARD:** THERE IS NO WRITTEN CORRESPONDENCE
19 RECEIVED ON THIS ITEM AND NO ONE IN THE BOARDROOM OR ZOOM
20 WISHING TO SPEAK ON THIS ITEM.

21

22 **V. CHAIR, SUE NOACK:** GREAT. I THINK THAT WAS INFORMATION.
23 THANK YOU VERY MUCH. AGENDA ITEM FOUR GENERAL PUBLIC COMMENT.
24 IS THERE ANY GENERAL PUBLIC COMMENT.

25



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1 **CLERK OF THE BOARD:** THERE WAS NO WRITTEN CORRESPOND RECEIVED
2 ON THIS ITEM AND THERE IS NO ONE IN THE BOARDROOM OR ZOOM
3 WISHING TO SPEAK AROUND GENERAL PUBLIC COMMENT.

4

5 **V. CHAIR, SUE NOACK:** THANKS MARTHA. THE NEXT REGIONAL NETWORK
6 MANAGEMENT COMMITTEE MEETING WILL BE HELD FRIDAY FEBRUARY 14TH
7 VALENTINE'S DAY ALSO MY ANNIVERSARY -- AT THE BAY AREA METRO
8 CENTER. I'M REALLY SPENDING A SPECIAL DAY WITH YOU GUYS.

9 [LAUGHTER] OKAY. ANY CHANGES TO THE SCHEDULE WILL BE DULY

10 NOTED TO THE PUBLIC. THANK YOU. WE'RE ADJOURNED. [ADJOURNED]

11



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