



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Agenda

Regional Network Management Committee

Candace Andersen, Chair
Marilyn Ezzy Ashcraft, Vice Chair

Friday, June 12, 2026

11:30 AM

Board Room - 1st Floor

This meeting shall consist of a simultaneous teleconference call at the following location(s):
37756 Carriage Circle Common, Fremont, CA 94536

District Office of Supervisor Mashburn, 675 Texas Street, District 5 Office 6025, Fairfield, CA
94533

Le Meridien Washington, DC, The Madison, 1177 15th Street, Executive Boardroom, 2nd floor,
NW, Washington, DC 20005 (Ezzy Ashcraft)

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building. The meeting webcast will be available at <https://mtc.ca.gov/whats-happening/meetings/live-webcasts>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number. Members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial *9. When called upon, unmute yourself or dial *6. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/85943698749>

iPhone One-Tap: US: +16694449171,,85943698749#

Join by Telephone (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 859 4369 8749

International numbers available: <https://bayareametro.zoom.us/j/85943698749>

All standing committee meeting agendas may also be accessed on

- MTC’s website here: <https://mtc.ca.gov/meetings-events>

- On Legistar here: <https://mtc.legistar.com/Calendar.aspx>

Detailed instructions on participating via Zoom are available here:

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom during the meeting. In order to be posted to the meeting’s web page and circulated to committee members prior to the meeting, written comments must be sent by email at info@bayareametro.gov by 5:00 p.m. two (2) business days before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. All comments received will be submitted into the record.

Clerks: Brittny Sutherland / Martha Silver

Roster

**Eddie Ahn, Candace Andersen (Chair), Pat Burt, Noelia Corzo,
Marilyn Ezzy Ashcraft (Vice Chair), Dorene M. Giacomini (MTC)*+, Alicia John-Baptiste,
Janice Li (BART)*, Matt Mahan, Mitch Mashburn, Diane Shaw (AC Transit)*,
and Vacant (CalSTA)***

***Non-Voting Member**

+Remote per Government Code s. 54953(c)

1. Call to Order / Roll Call / Confirm Quorum

A quorum of the Committee shall be a majority of its voting members (5).

2. Consent Calendar

- 2a.** [26-0582](#) Approval of Regional Network Management Committee Minutes of the May 8, 2026 Meeting

Action: Committee Approval

Attachments: [2a 26-0582 2026-05-08_RNM_Committee_Draft_Meeting_Minutes.pdf](#)

- 2b.** [26-0596](#) Change Order Amendment - Next Generation Clipper® System Integrator Contract Change Order 13: Cubic Transportation Systems, Inc. (Cubic) (\$264,000)

Action: Committee Approval

Presenter: Jennifer Largaespada

Attachments: [2b 26-0596 Summary Sheet Clipper CO-013.1-Transit Benefits Support.pdf](#)

- 2c.** [26-0597](#) Clipper Technical Consultant Contract Actions: i. Contract Amendment - Implementation, Transition, and Program Management Support: Arcadis, a California partnership (Arcadis) (\$1,200,000); ii. Contract Amendment - Implementation, Transition, and Program Management Support: Invoke Technologies, Inc. (Invoke) (\$300,000); iii. Contract Amendment - Implementation, Transition, and Financial Management Support: ARC Alternatives (ARC Alternatives) (\$200,000); iv. Contract Amendment - Implementation, Transition, and Technical Support: Jacobs Engineering Group (Jacobs) (\$500,000)

Action: Committee Approval

Presenter: Jennifer Largaespada

Attachments: [2c 26-0597 Summary Sheet Clipper Technical Advisor Contract Extension:](#)

- 2d.** [26-0538](#) Change Order - Next Generation Clipper® Customer Service Center: WSP USA Services, Inc., that Revises the Payment Form and the Period of Performance for the Operations of the Next Generation Clipper Customer Service Center
- Action:** Committee Approval
- Presenter:** Lysa Hale
- Attachments:** [2d 26-0538 Summary Sheet WSP CO-010.pdf](#)
- 2e.** [26-0599](#) Contract Amendment - Clipper® In-Person Customer Service: Nematode Holdings, LLC (Nematode) (\$325,000)
- Action:** Committee Approval
- Presenter:** Alison Edwards
- Attachments:** [2e 26-0599 Summary Sheet Clipper In-Person Customer Service Center C](#)
- 2f.** [26-0626](#) Clipper Customer Education and Outreach Contract Actions: i. Contract Amendment - Customer Education Support: Moore Iacofano Goltsman, Inc. (MIG) (\$3,200,000); ii. Contract Amendment - Clipper START Outreach: Caribou Public Relations, Inc. (Caribou) (\$450,000)
- Action:** Committee Approval
- Presenter:** Lysa Hale
- 2g.** [26-0623](#) Partnership Agreement Amendment - Clipper BayPass Pilot Program: University of California, San Francisco (UCSF) (\$2,079,000)
- Action:** Committee Approval
- Presenter:** William Bacon
- Attachments:** [2g 26-0623 Summary Sheet Clipper Bay Pass Partnership Agreement.pdf](#)

3. Regional Network Management Customer Advisory Group Report

- 3a.** [26-0672](#) Report from the Regional Network Management Customer Advisory Group
- Action:** Information
- Presenter:** Adina Levin, Chair, Regional Network Management Customer Advisory Group
- Attachments:** [3a 26-0672 CAG Chair Report May 2026.pdf](#)

4. Approval

- 4a. [26-0622](#) MTC Resolution No. 4767. Connect Bay Area Act - Senate Bill 63 (2025) Rider-Focused Improvements Expenditure Plan

Overview of a proposed expenditure plan to guide the use of revenues focused on transit rider improvements from a future ballot measure authorized by the Connect Bay Area Act (Senate Bill 63 of 2025).

Action: Commission Approval

Presenter: William Bacon

Attachments: [4ai 26-0622 Summary Sheet MTC Res 4767 Connect Bay Area Act Ride](#)
[4aii 26-0622 TEMP-RES-4767 Connect Bay Area Act Rider-Focused Expe](#)
[4aiii 26-0622 TEMP-RES-4767 Attachment-A Connect Bay Area Act Rider.](#)
[4aiv 26-0622 Presentation MTC Res 4767 Connect Bay Area Act Rider-F](#)

- 4b. [26-0589](#) Regional Mapping & Wayfinding Project Contract Actions: i. Contract -Progressive Design-Build Services for Regional Mapping and Wayfinding Pilot Implementation: LC General Engineering & Construction, Inc. (\$11,460,000); and ii. Contract - Pilot Delivery Support Services for Regional Mapping and Wayfinding Pilot Implementation: WSP USA Inc. (\$1,200,000)

Regional Mapping & Wayfinding Project Contract Actions: i. Contract -Progressive Design-Build Services for Regional Mapping and Wayfinding Pilot Implementation: LC General Engineering & Construction, Inc. (\$11,460,000); and ii. Contract - Pilot Delivery Support Services for Regional Mapping and Wayfinding Pilot Implementation: WSP USA Inc. (\$1,200,000)

Action: Committee Approval

Presenter: Gordon Hansen, MTC and Jumana Nabti, BART

Attachments: [4bi 26-0589 Summary Sheet RMWP Pilot Implementation and Support Co](#)
[4bii 26-0589 Presentation RMWP Pilot Implementation and Support Contra](#)

- 4c. [26-0598](#) Clipper Program Update and Contract Action: i. Next Generation Clipper (C2) Update; ii. Change Order Amendment - Amendment 2 to Clipper System (C1) and Customer Service Center Contract Change Order 218: Cubic Transportation Systems (Cubic) (\$3,100,000)

Update on the progress of the C2 system and request for approval of the associated contract extension of the C1 Clipper Contract with Cubic for ongoing support and operations of the Clipper legacy system.

Action: Committee Approval

Presenter: Jason Weinstein and Angus Davol

Attachments: [4ci_26-0598_Summary_Sheet_Clipper_C1_Extension-CO_218.2.pdf](#)
[4cii_26-0598_Attachment_B_Next-Generation_Clipper_Update.pdf](#)

5. Public Comment / Other Business

*Members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial *9. When called upon, unmute yourself or dial *6.*

6. Adjournment / Next Meetings

The next meeting of the Regional Network Management Committee will be held on Friday, August 14, 2026 at noon. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA. Any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Título VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.



Metropolitan Transportation
Commission
Legislation Text

375 Beale Street, Suite 800
San Francisco, CA 94105

File #: 26-0582, **Version:** 1

Subject:

Approval of Regional Network Management Committee Minutes of the May 8, 2026 Meeting

Recommended Action:

Committee Approval

Attachments:



Meeting Minutes - Draft

Regional Network Management Committee

Candace Andersen, Chair
Marilyn Ezzy Ashcraft, Vice Chair

Friday, May 8, 2026

11:30 AM

Board Room - 1st Floor

Roster

Eddie Ahn, Candace Andersen (Chair), Pat Burt, Noelia Corzo,
Marilyn Ezzy Ashcraft (Vice Chair), Dorene M. Giacomini (MTC)*+, Alicia John-Baptiste,
Janice Li (BART)*, Matt Mahan, Mitch Mashburn, Diane Shaw (AC Transit)*,
and Vacant (CalSTA)*

***Non-Voting Member**

+Remote per Government Code s. 54953(c)

Chair Candace Andersen called the meeting to order at 11:30 a.m.

1. Call to Order / Roll Call / Confirm Quorum

Present: 6 - Chair Andersen, Vice Chair Ashcraft, Member Ahn, Member Burt, Member John-Baptiste, and Member Mashburn

Absent: 2 - Member Corzo, and Member Mahan

Non-Voting Member Absent: Dorene M. Giacomini, MTC

Non-Voting Members Present: Janice Li, BART; and Diane Shaw, AC Transit

Ex Officio Voting Member Present: Commission Chair Noack

Ad Hoc Non-Voting Member Present: Commissioner Ramos

The following noticed remote locations were open to the public: 37756 Carriage Circle Common, Fremont, CA 94536; and District Office of Supervisor Mashburn, 675 Texas Street, District 5 Office 6025, Fairfield, CA 94533

The following members participated from a noticed remote location: Member Mashburn and Member Shaw.

2. Consent Calendar

Upon the motion by Member John-Baptiste and second by Vice Chair Ashcraft, the Consent Calendar was unanimously approved. The motion carried by the following vote:

Aye: 6 - Chair Andersen, Vice Chair Ashcraft, Member Ahn, Member Burt, Member John-Baptiste and Member Mashburn

Absent: 2 - Member Corzo and Member Mahan

2a. [26-0429](#) Approval of Regional Network Management Committee Minutes of the April 10, 2026 Meeting

Action: Committee Approval

Attachments: [2a 26-0429 2026-04-10 RNM Committee Draft Meeting Minutes.pdf](#)

2b. [26-0428](#) Fiscal Year (FY) 2025-26 Service Authority for Freeways and Expressways (SAFE) Statement of Revenues and Expenses for the Period Ended March 31, 2026 (Unaudited)

Action: Information

Presenter: Grace Martinez

Attachments: [2bi 26-0428 Summary Sheet SAFE FY2025-26 March Financials Final.pdf](#)
[2bii 26-0428 Attachment A SAFE FY2025 26 March Financial Statement.pdf](#)

2c. [26-0431](#) Contract - Interstate 880 Integrated Corridor Management (ICM) North Segment Sign Maintenance Services: Bear Electrical Solutions, Inc. (\$338,400)

Action: Committee Approval

Presenter: Katelyn Costa

Attachments: [2c 26-0431 Summary Sheet TBS Maint.pdf](#)

3. Information

3a. [26-0439](#) Regional Network Management Framework Review

Update on Regional Network Management (RNM) Framework Review.

Action: Information

Presenter: Melanie Choy, MTC and Consultant, Perkins Eastman-KPMG LLP Team

Attachments: [3ai_26-0439_Summary_Sheet_RNM_Framework_Review.pdf](#)
[3aii_26-0439_MTC_RES-4564_approved_RNM_Framework.pdf](#)
[3aiii_26-0439_MTC_RES-4648_approved_RNM_Performance_Measures.pdf](#)
[3aiv_26-0439_PowerPoint_RNM_Framework_Review.pdf](#)
[3av_26-0439_Attachment_B_Draft_Final_Two_Year_RNM_Framework_Review.pdf](#)
[3avi_26-0439_Correspondence_Received_RNM_Framework.pdf](#)

Written correspondence was received from: Seamless Bay Area. Sebastian Petty, SPUR, spoke on this item. Adina Levin, Seamless Bay Area, spoke on this item.

4. Public Comment / Other Business

Valerie Buell was called to speak.
Aleta Dupree, Team Folds, was called to speak.

5. Adjournment / Next Meetings

The next meeting of the Regional Network Management Committee will be held on Friday, June 12, 2026 at noon. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA. Any changes to the schedule will be duly noticed to the public.

Chair Candace Andersen adjourned the meeting to order at 12:49 p.m.



Metropolitan Transportation
Commission
Legislation Text

375 Beale Street, Suite 800
San Francisco, CA 94105

File #: 26-0596, **Version:** 1

Subject:

Change Order Amendment - Next Generation Clipper® System Integrator Contract Change Order 13:
Cubic Transportation Systems, Inc. (Cubic) (\$264,000)

Presenter:

Jennifer Largaespada

Recommended Action:

Committee Approval

Attachments:

Metropolitan Transportation Commission
Regional Network Management Committee

June 12, 2026

Agenda Item 2b – 26-0596

Change Order Amendment – Next Generation Clipper® System Integrator Contract
Change Order 13: Cubic Transportation Systems, Inc. (Cubic) (\$264,000)

Subject:

Request for approval of a Change Order Amendment to the Next Generation Clipper System Integrator Contract with Cubic to provide funding for continuing technical and customer assistance support to transit benefit providers in the Next Generation Clipper System during Fiscal Year (FY) 2026-27, subject to approval of the FY 2026-27 MTC Budget.

Background:

Cubic, as part of the legacy Clipper program, has provided customer and account service to transit benefit providers (e.g. WageWorks, Edenred, etc.) who place monthly orders for their customers through the Clipper program. This level of support was not contemplated in the scope of work for the Next Generation Clipper Contract. Since the transition to the Next Generation Clipper System began, the transit benefit programs utilizing Clipper for direct loads onto their customers' cards have begun utilizing the new Institutional Transit Benefit portal to place their monthly orders. These institutions have required training on the new portal, assistance with the new order and invoicing process, as well as ongoing customer service, similar to the level of service provided in the legacy system.

For FY 2025-26, Cubic provided a proposal to add a staff member who would be responsible for being the point of contact for the benefit providers, from training on the portal to overseeing and approving monthly orders and invoices, as well as providing ongoing customer service support for any technical or customer service issues that might arise. The proposal was approved by this Committee in July 2025, and MTC and Cubic subsequently documented this work through Change Order 13. Since that time, Cubic's resource has been onboarded and working with the transit benefit providers daily, helping to train benefit providers on the new portal, assisting with placing orders, approving orders and invoices and troubleshooting as necessary. We are requesting that the same level of support described above be maintained for FY 2026–2027. This level of resourcing reflects an ongoing need. Once the new system transitions into normal

operations, staff will evaluate whether this body of work can be effectively supported by MTC staff. This support has helped with continuity of service for our longstanding transit benefit partners and the Bay Area customers they serve. The Clipper Executive Board approved this proposed contract action at its June 1, 2026 meeting.

Cubic Transportation Systems is not a small business enterprise and has no subcontractors related to this work.

Issues:

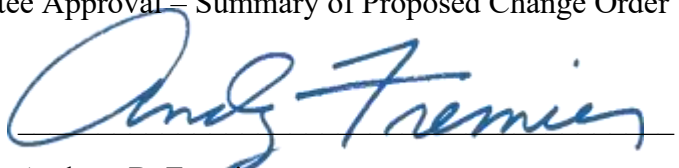
None identified.

Recommendations:

Staff recommends that the Regional Network Management Committee approve a Change Order Amendment with Cubic Transportation Systems, Inc. in an amount not to exceed \$264,000, to provide technical and customer service support in FY 2026-27 to transit benefit providers using the Clipper system, subject to approval of the FY 2026-27 MTC Budget.

Attachments:

- Attachment A: Request for Committee Approval – Summary of Proposed Change Order Amendment

A handwritten signature in blue ink, reading "Andrew B. Fremier", is written over a horizontal line.

Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Change Order Amendment

Work Item No.: 2780

Consultant: Cubic Transportation Systems, Inc.
San Diego, California

Work Project Title: Change Order Amendment, Clipper Transit Benefit Support

Purpose of Project: Provide support for the Institutional Transit Benefit portal

Brief Scope of Work: Provide customer service and technical support for transit benefit providers utilizing the Institutional Transit Benefit portal.

Project Cost Not to Exceed: \$264,000 for Fiscal Year (FY) 2026-27

Total contract value before this Change Order = \$436,471,967
Total contract amount with this Change Order = \$436,735,967

Funding Source: Clipper Float Interest, Fiscal Year (FY) 2026-27

Fiscal Impact: Funding dependent upon the adoption of the FY 2026-27 MTC agency budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a Change Order Amendment with Cubic Transportation Systems, Inc. for Transit Benefit Support as described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026 and that the Chief Financial Officer is authorized to set aside \$264,000 for such Change Order Amendment, subject to adoption of the FY 2026-27 MTC agency budget.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Text

File #: 26-0597, **Version:** 1

Subject:

Clipper Technical Consultant Contract Actions: i. Contract Amendment - Implementation, Transition, and Program Management Support: Arcadis, a California partnership (Arcadis) (\$1,200,000); ii. Contract Amendment - Implementation, Transition, and Program Management Support: Invoke Technologies, Inc. (Invoke) (\$300,000); iii. Contract Amendment - Implementation, Transition, and Financial Management Support: ARC Alternatives (ARC Alternatives) (\$200,000); iv. Contract Amendment - Implementation, Transition, and Technical Support: Jacobs Engineering Group (Jacobs) (\$500,000)

Presenter:

Jennifer Largaespada

Recommended Action:

Committee Approval

Attachments:

**Metropolitan Transportation Commission
Regional Network Management Committee**

June 12, 2026

Agenda Item 2c – 26-0597

Clipper Technical Consultant Contract Actions: i. Contract Amendment - Implementation, Transition, and Program Management Support: Arcadis, a California partnership (Arcadis) (\$1,200,000); ii. Contract Amendment - Implementation, Transition, and Program Management Support: Invoke Technologies, Inc. (Invoke) (\$300,000); iii. Contract Amendment - Implementation, Transition, and Financial Management Support: ARC Alternatives (ARC Alternatives) (\$200,000); iv. Contract Amendment - Implementation, Transition, and Technical Support: Jacobs Engineering Group (Jacobs) (\$500,000)

Subject:

Request for approval to enter into separate contract amendments with i. Arcadis, for \$1,200,000, to provide technical advice to MTC and the transit operators to support the implementation of the Next Generation Clipper (C2) System; ii. Invoke, for \$300,000, for program management support services; iii. ARC Alternatives, for \$200,000, for financial services program management support services; and iv. Jacobs, for \$500,000, for technical and operational assistance, subject to approval of the fiscal year (FY) 2026-27 MTC Budget.

Background:

i. Contract Amendment – Arcadis, a California partnership (Arcadis) (\$1,200,000)

After evaluating the C2 System implementation schedule, staff recommends that this Committee authorize a contract amendment with Arcadis – formerly known as IBI Group – to extend the period of contract performance an additional year to June 30, 2027, and add \$1,200,000 in contract value. This amendment would enable Arcadis to continue to provide technical advice to MTC and the transit operators, oversee testing of the C2 system, support transition activities, assist with the management of the System Integrator and other C2-related contracts, including oversight of the System Integrator’s requirements to meet the System Completion milestone. In 2015, MTC and the transit operators developed a scope of work for a consultant to advise and help manage the procurement and implementation of the next generation Clipper system and, after a competitive procurement, awarded a contract for this work to Arcadis. The contract

originally had an initial term through June 2020 with options to extend it up to an additional 10 years. The contract with Arcadis was set up to allow MTC and the operators the opportunity to evaluate ongoing and upcoming needs for technical advisor support, as key procurement, system design and implementation milestones occurred. Multiple past amendments to the contract between MTC and Arcadis have occurred as the work on the C2 system has progressed.

Arcadis is neither a small business nor a disadvantaged business enterprise. Attachment A includes a summary of Arcadis' and its subcontractors' small business and disadvantaged business enterprise status.

The Clipper Executive Board approved this proposed contract action at its June 1, 2026 meeting.

ii. Contract Amendment – Invoke Technologies, Inc. (Invoke) (\$300,000)

The contract is the result of a direct selection of Invoke from the Electronic Payments Section Consultant Assistant Bench that was competitively procured and established in 2020 and under which Invoke was pre-qualified for professional services. The former MTC Operations Committee approved the contract in the amount of \$500,000 at its June 11, 2021 meeting and staff subsequently amended the contract on April 1, 2023 (time extension to June 30, 2024); December 1, 2023 (time extension to June 30, 2025 and addition of \$100,000) using Executive Director authority; July 1, 2024 (addition of \$250,000); June 13, 2025 (addition of \$125,000) with approval of the Committee; and March 19, 2026 (time extension to December 31, 2026 and addition of \$175,000) using Executive Director Authority. This sole source amendment would add \$300,000 to the contract to enable Invoke to provide ongoing assistance through June 30, 2027 based on its exceptional experience supporting the implementation of contactless fare payment systems and mobile apps for programs such as LA Metro's TAP and Chicago's Ventra. Attachment B includes a summary of Invoke's and its subcontractors' small business enterprise status.

Staff are requesting to add funds and extend the contract term with Invoke in the interest of continuity of performance, as tasks described in the contract's Scope of Work still need to be completed to support the Next Generation Clipper System Integrator's progress towards achieving the System Completion milestone. Staff believe that the administrative time and cost to transition to a different firm would not be cost-effective, as it would take too long for a new firm to get up to speed with the ongoing program management workflows.

The Clipper Executive Board approved this proposed contract action at its June 1, 2026 meeting.

iii. Contract Amendment – ARC Alternatives (ARC) (\$200,000)

Clipper staff requests the Committee authorize an amendment of the contract between MTC and ARC Alternatives to add \$200,000 in contract value. The proposed amendment would enable ARC Alternatives to continue to provide comprehensive technical advice to the Clipper program in the areas of governmental compliance, and financial and program management, with the work carried out through task orders. ARC Alternatives has already demonstrated its capability to MTC by conducting a Title VI analysis of a mobile Clipper card fee differential and an assessment of Clipper credit and debit card payment service fees estimates as Clipper customers adapt their behavior as new features to the Clipper system are publicly available, including real-time loading and open payment acceptance.

The contract between MTC and ARC Alternatives, which is to be amended, currently has a value of \$400,000. This contract was entered into effective January 1, 2022, following a mini-Request for Proposals to eligible firms on the Electronic Payments Section Bench approved by the MTC Operations Committee in December 2020, and amended in June 2024 following an approval by the Regional Network Management Committee in May 2024.

ARC Alternatives is a Small Business Enterprise (SBE) certified by the State of California (#1783953). Attachment C includes a summary of ARC Alternative's and its subcontractors' small business enterprise status.

Staff are requesting to add funds and extend the contract term in the interest of continuity of performance. Staff believe that the administrative time and cost to transition to a different firm would not be cost-effective, as it would take too long for a new firm to get up to speed with the ongoing program management workflows and develop the necessary relationships with various partners who have already been engaged on this effort.

The Clipper Executive Board approved this proposed contract action at its June 1, 2026 meeting.

iv. Contract Amendment – Jacobs Engineering Group (Jacobs) (\$500,000)

Jacobs proposed and was pre-qualified for program management, planning, operational monitoring and reporting, and technology oversight under the Electronic Payments Section

(EPS) Consultant Assistant Bench that was competitively procured and established in 2020. In February and June 2022, the former MTC Operations Committee approved a contract with Jacobs in an amount of \$1,000,000 to perform technical, planning and operational work. Since that approval date, this contract has been amended once in June 2024 to extend the contract period to June 30, 2026 and add \$660,000 in contract value. This amendment would add \$500,000 to the contract to enable Jacobs to continue providing operational support to participating agencies during through the transition to the Next Generation Clipper system and assisting with the closeout of the original Clipper contract. Attachment D includes a summary of Jacobs' and its subcontractors' small business and disadvantaged business enterprise status. Staff are requesting to add funds and extend the contract term in the interest of continuity of performance, as the firm has worked on this project since 2022 and tasks described in the contract's Scope of Work still need to be completed to support the Next Generation Clipper System Integrator's progress towards achieving the System Completion milestone. Staff believe that the administrative time and cost to transition to a different firm would not be cost-effective, as it would take too long for a new firm to get up to speed with the ongoing program management workflows and develop the necessary relationships with various partners who have already been engaged on this effort.

The Clipper Executive Board approved this proposed contract action at its June 1, 2026 meeting.

Issues:

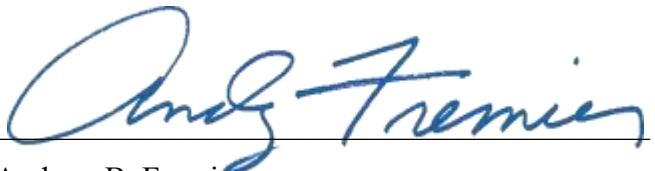
None identified.

Recommendations:

Staff recommends the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into, respectively, i. a contract amendment with Arcadis in an amount not to exceed \$1,200,000, ii. a contract amendment with Invoke in an amount not to exceed \$300,000, iii. a contract amendment with ARC in an amount not to exceed \$200,000 and iv. a contract amendment with Jacobs in an amount not to exceed \$500,000, each for consultant services to the Clipper program as described above, subject to approval of the FY 2026-27 MTC Budget.

Attachments:

- Attachment A: Small Business Enterprise Status for Arcadis
- Attachment B: Small Business Enterprise Status for Invoke
- Attachment C: Small Business Enterprise Status for ARC
- Attachment D: Small Business Enterprise Status for Jacobs
- Attachment E: Requests for Committee Approval – Summary of Proposed Contract Amendment (Arcadis)
- Attachment F: Requests for Committee Approval – Summary of Proposed Contract Amendment (Invoke)
- Attachment G: Requests for Committee Approval – Summary of Proposed Contract Amendment (ARC)
- Attachment H: Requests for Committee Approval – Summary of Proposed Contract Amendment (Jacobs)



Andrew B. Fremier

Small Business Enterprise Status (Arcadis)

| | Firm Name | Role on Project | SBE** Yes / No | If SBE Yes, List # |
|------------------|--------------------------|------------------------|---------------------------|-------------------------------|
| Prime Contractor | Arcadis | System Advisor | No | |
| Subcontractor | Alco Consulting | System Advisor Support | No | |
| Subcontractor | Clevor Consulting Group | System Advisor Support | No | |
| Subcontractor | HDS Consulting, Ltd. | System Advisor Support | No | |
| Subcontractor | The Transport Group | System Advisor Support | No | |
| Subcontractor | Wardley Consulting Group | System Advisor Support | No | |

Footnote

**Denotes certification by the State of California.

Small Business Enterprise Status (Invoke)

| | Firm Name | Role on Project | SBE** Yes / No | If SBE Yes, List # |
|------------------|----------------------|---|---------------------------|-------------------------------|
| Prime Contractor | Invoke, Inc. | Program management, planning, operational monitoring and reporting and technology oversight | No | |
| Subcontractor | Matsumoto Consulting | Program management, planning, operational monitoring and reporting and technology oversight | No | |

Footnote

**Denotes certification by the State of California.

Small Business Enterprise Status (ARC)

| | Firm Name | Role on Project | SBE** Yes / No | If SBE Yes, List # |
|------------------|--|--|---------------------------|-------------------------------|
| Prime Contractor | ARC Alternatives | Risk management, compliance, program management & administration, other support services (budget management, etc.) | Yes | 1783953 |
| Subcontractor | Four Nines Technologies | Risk management, compliance, other support services | Yes | 1751254 |
| Subcontractor | Transportation Management and Design, Inc. | Support with Title VI-related work. Conducting analysis and developing reports related to fare policies and Title VI, as required. Attending meetings with MTC and the transit operators in support of this scope of work. | Yes | CUCP 49228 |

Footnote

**Denotes certification by the State of California.

Small Business Enterprise Status (Jacobs)

| | Firm Name | Role on Project | SBE** Yes / No | If SBE Yes, List # |
|------------------|--------------------------------|---|---------------------------|-------------------------------|
| Prime Contractor | Jacobs Engineering Inc. | Technical, strategic, and implementation planning | No | |
| Subcontractor | Railcar Quality Services, Inc. | Field support | No | |
| Subcontractor | M. Lee Corporation | Financial and cost allocation analysis | No | |

Footnote

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 2780

Consultant: Arcadis, a California partnership (Arcadis)
Seattle, WA

Work Project Title: Next Generation Clipper System Consultant Support

Purpose of Project: Consultant services to deliver the Next Generation Clipper System

Brief Scope of Work: Provide technical advice services

Project Cost Not to Exceed: \$1,200,000 (this amendment)

Total contract amount including amendments before this amendment = \$14,650,000

Total contract amount with this amendment = \$15,850,000

Funding Source: TCP, STP (FTA/FHWA) / CMAQ (OBAG 1 and OBAG 2), STA, Regional Measure 2 Capital, Regional Measure 2 Operating, Regional Measure 3, LCTOP, SB1 State of Good Repair, BATA Rehab

Fiscal Impact: Funding dependent upon the adoption of the FY 2026-27 MTC agency budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Arcadis for the purposes described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026, and that the Chief Financial Officer is authorized to set aside \$1,200,000 for such contract amendment, subject to adoption of the FY 2026-27 agency budget.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 2780

Consultant: Invoke Technologies, Inc. (Invoke)
Del Mar, CA

Work Project Title: Consultant services to deliver the Next Generation Clipper System

Purpose of Project: Consultant services to support of the implementation of C2

Brief Scope of Work: Provide program management, technical and strategic advice

Project Cost Not to Exceed: \$300,000 (this amendment)

Total contract amount including amendments before this amendment = \$1,150,000

Total contract amount with this amendment = \$1,450,000

Funding Source: TCP, STP (FTA/FHWA) / CMAQ (OBAG 1 and OBAG 2), STA, Regional Measure 2 Capital, Regional Measure 2 Operating, Regional Measure 3, LCTOP, SB1 State of Good Repair, BATA Rehab

Fiscal Impact: Funding dependent upon the adoption of the FY 2026-27 MTC agency budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Invoke for the purposes described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026, and that the Chief Financial Officer is authorized to set aside \$300,000 for such contract amendment, subject to adoption of the FY 2026-27 agency budget.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 2780

Consultant: ARC Alternatives (ARC)
Moraga, CA

Work Project Title: Consultant Support

Purpose of Project: Technical advice to the Clipper program in the areas of governmental compliance, and financial and program management

Brief Scope of Work: Provide technical and implementation support for the C2 system

Project Cost Not to Exceed: \$200,000 (this amendment)
Total contract amount including amendments before this amendment = \$400,000
Total contract amount with this amendment = \$600,000

Funding Source: TCP, STP (FTA/FHWA) / CMAQ (OBAG 1 and OBAG 2), STA, Regional Measure 2 Capital, Regional Measure 2 Operating, Regional Measure 3, LCTOP, SB1 State of Good Repair, BATA Rehab

Fiscal Impact: Funding dependent upon the adoption of the FY 2026-27 MTC agency budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with ARC for the purposes described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026, and that the Chief Financial Officer is authorized to set aside \$200,000 for such contract amendment, subject to adoption of the FY 2026-27 agency budget.

Regional Network
Management Committee:
Candace Andersen, Chair

Approved: June 12, 2026

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 2780

Consultant: Jacobs Engineering, Inc. (Jacobs)
San Francisco, CA

Work Project Title: On-Call Consultant Assistance for Next Generation Clipper® (C2)

Purpose of Project: Consultant will provide support to implement the C2 system

Brief Scope of Work: Provide technical and implementation support for the C2 system

Project Cost Not to Exceed: \$500,000 (this amendment)

Total contract amount including amendments before this amendment = \$2,160,000

Total contract amount with this amendment = \$2,660,000

Funding Source: State of Good Repair

Fiscal Impact: Funding dependent upon the adoption of the FY 2026-27 MTC agency budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Jacobs for the purposes described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026, and that the Chief Financial Officer is authorized to set aside \$500,000 for such contract amendment, subject to adoption of the FY 2026-27 agency budget.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026



Metropolitan Transportation
Commission
Legislation Text

375 Beale Street, Suite 800
San Francisco, CA 94105

File #: 26-0538, **Version:** 1

Subject:

Change Order - Next Generation Clipper® Customer Service Center: WSP USA Services, Inc., that Revises the Payment Form and the Period of Performance for the Operations of the Next Generation Clipper Customer Service Center

Presenter:

Lysa Hale

Recommended Action:

Committee Approval

Attachments:

Metropolitan Transportation Commission
Regional Network Management Committee

June 12, 2026

Agenda Item 2d – 26-0538

Change Order – Next Generation Clipper® Customer Service Center: WSP USA Services, Inc., that Revises the Payment Form and the Period of Performance for the Operations of the Next Generation Clipper Customer Service Center

Subject:

Request for approval of a Change Order with WSP USA Services, Inc. that revises the payment form and the period of performance for the operations of the Next Generation Clipper Customer Service Center.

Background:

After a competitive procurement, WSP USA Services, Inc. (WSP) was selected in May 2021 to serve as the Customer Service Center (CSC) vendor for the Next Generation Clipper regional fare payment system. Work commenced in the summer of 2021, but WSP has repeatedly flagged the risk of increased costs due to the extended Next Generation Clipper system delivery schedule. Consequently, MTC executed nine Change Orders to the Contract that have been needed to update Guaranteed Completion dates, revise payment amounts and milestones for deliverables dependent on the progress of the Next Generation Clipper System Integrator, and extend time and materials payments for operations and maintenance work needed for staffing, training, testing and providing customer service support for system testers and BART's open payments customers prior to the full start of Customer Transition on December 10, 2025.

The original Contract budget was intended to fund four years of operations and maintenance work. MTC and WSP negotiated a monthly fixed-fee price based on a scope of work that would include handling up to 12,000 contacts and the processing of up to 2,500 discount card applications per month. While the estimated number of contacts reflected a combination of pre-pandemic and pandemic-era activity volumes being handled by the Clipper Customer Service Center when the contract was negotiated in 2021, contact trends began changing during the years preceding the full launch of the Next Generation Clipper System. During the 2024 to 2025 period, staff observed that monthly call volumes regularly fell within a 24,000 to 28,000 range.

Consequently, MTC and WSP began renegotiating the monthly operations and maintenance fee with a new baseline of 26,000 monthly contacts in mind.

The staffing required to handle this increased call volume and maintain reasonable hold times for Clipper customers are significantly higher and require a more than doubling of the monthly fixed fee compensation to WSP as compared with scope originally budgeted. Consequently, staff is recommending retaining the existing Contract budget but reducing the full operations period from 4 years to a 19-month period spanning from the start of Clipper customer transition in December 2025 to June 30, 2027. Between now and the end of the calendar year, MTC staff will continue to track contact volume trends and work with WSP to identify opportunities to streamline process flows, leverage technology improvements and promote self-service tools to reduce costs and better serve Clipper customers. The outcomes of this effort will inform staff's planning and budgeting for Clipper customer service support beyond June 30, 2027, and staff will return to this committee before the end of the fiscal year with a request for a subsequent Change Order that reflects our recommendations for changes in budget and period of performance. Staff recommends this Committee approve this proposed contract Change Order. The Clipper Executive Board approved this proposed contract action at its June 1, 2026 meeting.

Issues:

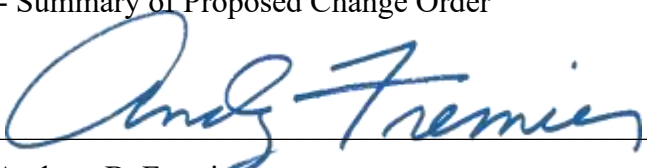
None identified.

Recommendation:

Staff recommends that the Regional Network Management Committee approve a Change Order with WSP USA Services, Inc. to modify the contract payment form and the period of performance of full operations and maintenance tasks associated with the provision to support the Next Generation Clipper Customer Service Center.

Attachments:

- Attachment A: Small Business Enterprise Status
- Request for Committee Approval - Summary of Proposed Change Order


Andrew B. Fremier

Small Business Enterprise Status

| | Firm Name | Role on Project | SBE** Yes / No | If SBE Yes, List # |
|------------------|------------------------------|---|---------------------------|-------------------------------|
| Prime Contractor | WSP USA Services, Inc. | Call center operations and maintenance | No | N/A |
| Subcontractor | ViaSource Solutions | Customer service representatives, business process | No | N/A |
| Subcontractor | Voxai Solutions | Omni-channel telephony, subject matter expert | No | N/A |
| Subcontractor | TransSIGHT LLC | Technology, managed services, business analysis and data integration, fare collection | Yes | 2004682 |
| Subcontractor | Virginkar & Associates, Inc. | Customer service representatives, business process | Yes | 2014070 |

Footnote

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Change Order

Work Item No.: 2780

Consultant: WSP USA Services, Inc.
San Francisco, CA

Work Project Title: Next Generation Clipper® Customer Service Center

Purpose of Project: Consultant serves as the vendor of the Next Generation Clipper Customer Service Center

Brief Scope of Work: Operations and maintenance of the Next Generation Clipper Customer Service Center

Project Cost Not to Exceed: This Change Order: \$0
Current contract amount before this Change Order: \$22,554,214
Maximum contract amount after this Change Order: \$22,554,214

Funding Source: N/A

Fiscal Impact: N/A

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a Change Order with WSP USA Services, Inc. for consultant services described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026



Metropolitan Transportation Commission

Legislation Text

375 Beale Street, Suite 800
San Francisco, CA 94105

File #: 26-0599, **Version:** 1

Subject:

Contract Amendment - Clipper® In-Person Customer Service: Nematode Holdings, LLC (Nematode)
(\$325,000)

Presenter:

Alison Edwards

Recommended Action:

Committee Approval

Attachments:

Metropolitan Transportation Commission
Regional Network Management Committee

June 12, 2026

Agenda Item 2e – 26-0599

**Contract Amendment – Clipper® In-Person Customer Service: Nematode Holdings, LLC
(Nematode) (\$325,000)**

Subject:

Request for approval of a contract amendment in an amount not to exceed \$325,000 with Nematode to continue providing Clipper in-person customer services at the Bay Crossings store located in the San Francisco Ferry Building, subject to approval of the fiscal year (FY) 2026-27 MTC Budget.

Background:

The Clipper Program has historically provided Clipper customer services at the Bay Crossings store at the San Francisco Ferry Building. In addition to issuing new Clipper cards and selling value, this customer service center immediately replaces lost and damaged cards; accepts cash payment for card replacement fees; and distributes Clipper START materials. Similar customer services are being provided by TTEC at the Embarcadero BART/Muni Metro location through a previously approved contract in the amount of \$1.7 million through June 30, 2027.

Under the proposed contract amendment, Nematode would continue to provide Clipper customer services at its Bay Crossings store, as well as operate and maintain the Real-Time Ferry Departure Flap Sign System, in the Ferry Building. MTC first executed a sole source contract with Nematode in December 2010 to offer Clipper services. In July 2020, MTC executed a new sole source contract with Nematode due to Bay Crossings still being the only Ferry Building vendor selling transit value and providing transportation information on behalf of multiple partners. During the first eight months of the current fiscal year, this location has issued over 7,000 Clipper cards and completed over 20,000 sales transactions. The amendment would extend operations through June 30, 2027 and add \$325,000 in contract value.

Nematode Holdings is not a small business enterprise and has no subcontractors. The Clipper Executive Board approved this proposed contract action at its June 1, 2026 meeting.

Issues:

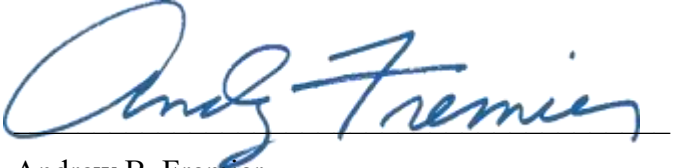
None identified.

Recommendations:

Staff recommends the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with Nematode Holdings, LLC, in an amount not to exceed \$325,000, for the provision of in-person Clipper customer services as described above, subject to approval of the FY 2026-27 MTC Budget.

Attachments:

- Attachment A: Small Business Enterprise Status for Nematode
- Attachment B: Requests for Committee Approval – Summary of Proposed Contract Amendment



Andrew B. Fremier

Small Business Enterprise Status (Nematode)

| | Firm Name | Role on Project | SBE** Yes / No | If SBE Yes, List # |
|------------------|------------------------|----------------------------|---------------------------|-------------------------------|
| Prime Contractor | Nematode Holdings, LLC | In-person Customer Service | No | |

Footnote

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 322-1220

Consultant: Nematode Holdings, LLC
San Francisco, CA

Work Project Title: Clipper Customer Service Center Operations at San Francisco Ferry Building (Bay Crossings)

Purpose of Project: Provide Clipper in-person customer services, including issuance of new and replacement cards; and maintain ferry schedule flap sign display

Brief Scope of Work: Contractor shall provide trained staff to support a range of Clipper customer services and the maintenance of the ferry schedule display

Project Cost Not to Exceed: \$325,000 (this amendment)
Total Contract value including amendments before this amendment is \$1,853,284.
Total Contract amount with this amendment is \$2,178,284

Funding Source: State Transit Assistance and Regional Measure 2 Marketing and Operations

Fiscal Impact: Funds dependent on approval of the FY 2026-27 MTC agency budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Nematode Holdings, LLC for purposes described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026 and that the Chief Financial Officer is authorized to set aside \$325,000 for such amendment, subject to approval of the FY 2026-27 agency budget.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026



Metropolitan Transportation Commission

Legislation Text

375 Beale Street, Suite 800
San Francisco, CA 94105

File #: 26-0626, **Version:** 1

Subject:

Clipper Customer Education and Outreach Contract Actions: i. Contract Amendment - Customer Education Support: Moore Iacofano Goltsman, Inc. (MIG) (\$3,200,000); ii. Contract Amendment - Clipper START Outreach: Caribou Public Relations, Inc. (Caribou) (\$450,000)

Presenter:

Lysa Hale

Recommended Action:

Committee Approval

Attachments:



Metropolitan Transportation Commission

Legislation Text

375 Beale Street, Suite 800
San Francisco, CA 94105

File #: 26-0623, **Version:** 1

Subject:

Partnership Agreement Amendment - Clipper BayPass Pilot Program: University of California, San Francisco (UCSF) (\$2,079,000)

Presenter:

William Bacon

Recommended Action:

Committee Approval

Attachments:

Metropolitan Transportation Commission
Regional Network Management Committee

June 12, 2026

Agenda Item 2g – 26-0623

Partnership Agreement Amendment – Clipper BayPass Pilot Program: University of California, San Francisco (UCSF) (\$2,079,000)

Subject:

Approval of a Partnership Agreement Amendment with the University of California, San Francisco (UCSF) as part of the Clipper BayPass Pilot Program at a minimum contract amount of \$2,079,000.

Background:

In November 2021, the Fare Integration Task Force (FITF), consisting of transit agency general managers, county transportation authority executive directors, and the MTC Executive Director, adopted the Fare Policy Vision Statement, which endorsed different transit fare integration initiatives to increase ridership and connectivity across the region. Today, these ongoing initiatives are delivering rider-friendly fare products and programs and encouraging more people to use transit.

One of these initiatives is the Clipper® BayPass pilot program, which provides unlimited rides on all bus, rail, and ferry services in the Bay Area.

Contract Actions:

UCSF first purchased the Clipper® BayPass for a subset of employees in December 2023 and expanded its contract to include more employees in January 2024. In addition to these employees, UCSF purchased Clipper® BayPass for its on-campus student body in April 2024. Under the proposed partnership agreement amendment, UCSF will now be purchasing the Clipper® BayPass from MTC through December 31, 2026 for the same set of its students and employees for whom it purchased the pass for the period through June 30, 2026. MTC will provide UCSF with access to the Clipper® Institutional Pass Portal, which will allow UCSF to add the Clipper® BayPass onto Clipper cards for the additional eligible employees. These employees will be able to access unlimited use of the region’s transit services on Clipper®.

Issues:

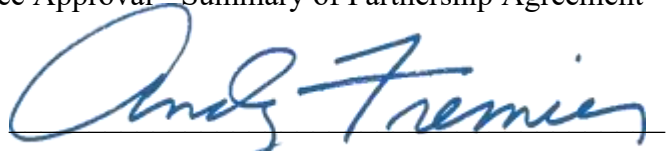
None identified.

Recommendations:

Staff recommends that the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into an amendment to the partnership agreement to reflect a minimum contract amount of \$2,079,000.

Attachments:

- Attachment A: Request for Committee Approval - Summary of Partnership Agreement

A handwritten signature in blue ink, reading "Andrew B. Fremier", written over a horizontal line.

Andrew B. Fremier

Summary of Proposed Contract Amendment

Work Item No.: 1621

Partner: University of California, San Francisco (UCSF)
San Francisco, California

Work Project Title: Clipper BayPass Pilot – Phase 2

Purpose of Project: To pilot the sale of a regional institutional pass product with employers/institutions in the region.

Brief Scope of Work: MTC will provide UCSF (or designee) with the ability to activate Clipper BayPass passes on employee and student Clipper Cards, which will enable unlimited travel on the region’s transit services on the Clipper system.

Minimum Agreement Amount: \$2,079,000

Funding Source: N/A

Fiscal Impact: A minimum of \$2,079,000 will be collected from UCSF under this Partnership Agreement. Revenues collected will be used to reimburse transit operators for trips taken with the Clipper BayPass. Any revenues collected in excess of the cost of trips taken will be directed to offset Pilot costs.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a Partnership Agreement Amendment with UCSF for a minimum agreement amount of \$2,079,000 for the term of July 1, 2026 through December 31, 2026, as part of the Clipper BayPass Pilot program described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026.

Regional Network Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026



Metropolitan Transportation
Commission
Legislation Text

375 Beale Street, Suite 800
San Francisco, CA 94105

File #: 26-0672, **Version:** 1

Subject:

Report from the Regional Network Management Customer Advisory Group

Presenter:

Adina Levin, Chair, Regional Network Management Customer Advisory Group

Recommended Action:

Information

Attachments:



Bay Area Metro Center
 375 Beale Street, Suite 800
 San Francisco, CA 94105
 415.778.6700
www.mtc.ca.gov

Memorandum

To: Regional Network Management (RNM) Committee

From: Regional Network Management Customer Advisory Group Chair Adina Levin

Date: June 12, 2026

Regarding: May 2026 RNM Customer Advisory Group Chair's Report

During the May 26, 2026 Regional Network Management Customer Advisory Group meeting, the advisory group elected its new Chair, Adina Levin, and Vice Chair, Anya Gupta, who will serve a two-year term ending in December 2027. The advisory group then received staff presentations on two informational items: Transit Priority Roadway Assessment Update and Connect Bay Area Act - Senate Bill 63 (2025) Rider-Focused Improvements Expenditure Plan.

Transit Priority Roadway Assessment Update

MTC and AC Transit staff presented an update on the Transit Priority Roadway Assessment, which aims to identify high-delay transit hotspots on Bay Area roadways and develop the Transit Priority Network (TPN). Staff outlined four pillars of MTC's transit-priority work—policy, planning, funding/technical assistance, and project delivery—and emphasized that this assessment is the core planning component. They described the nearly completed existing-conditions analysis (covering speeds, reliability, ridership, and existing transit-priority infrastructure), the development of the regional Transit Priority Network (TPN), and upcoming deliverables such as an implementation strategy and a design toolkit.

Members expressed strong support for the roadway assessment and emphasized that improving bus speed and reliability is essential for making transit more efficient. Several members highlighted the need for better coordination with local jurisdictions, noting that transit priority projects often stall due to conflicting demands. Some members shared that having a regional Transit Priority Network could encourage the adoption of transit priority policies at the local level. Others stressed the importance of equity, urging MTC to ensure that priority corridors include communities that rely most on transit. Members also asked staff to clarify how the

assessment and toolkit will translate into near term, on the ground improvements, and encouraged MTC to move quickly from analysis to implementation. Some members commented that future versions of the Transit Priority Network could consider transfers and customer goals such as headways, speed or travel time.

Connect Bay Area Act – Senate Bill 63 (2025) Rider-Focused Improvements Expenditure Plan

MTC staff presented an overview of a proposed expenditure plan to guide the use of revenues focused on transit rider improvements from a future potential ballot measure authorized by the Connect Bay Area Act (Senate Bill 63 of 2025). In June, MTC is expected to consider MTC Resolution No. 4767 proposing a Rider-Focused Improvements Expenditure Plan which is intended to serve as a guide to provide additional detail on the types of projects and programs (related to fare, accessibility, mapping and wayfinding, and transit priority initiatives) that could be funded and delivered using funds from the rider-focused investment categories in the Connect Bay Area Act.

Members generally expressed support for the draft expenditure plan for the rider-focused portions of Connect Bay Area Act. Several members emphasized that riders want simple, unified service, and they urged MTC to ensure the possible new revenue from a measure leads to real improvements for people in the Bay Area. Members also stressed the importance of equity protections, noting that any new regional structure should prioritize the needs of transit-dependent riders. A few members also encouraged MTC to communicate clearly with the public about how the investments would benefit everyday riders by providing more specific information and concrete examples in the resolution about intended outcomes. Other members provided input on wording or other details in the document.



Metropolitan Transportation Commission

Legislation Text

375 Beale Street, Suite 800
San Francisco, CA 94105

File #: 26-0622, **Version:** 1

Subject:

MTC Resolution No. 4767. Connect Bay Area Act - Senate Bill 63 (2025) Rider-Focused Improvements Expenditure Plan

Overview of a proposed expenditure plan to guide the use of revenues focused on transit rider improvements from a future ballot measure authorized by the Connect Bay Area Act (Senate Bill 63 of 2025).

Presenter:

William Bacon

Recommended Action:

Commission Approval

Attachments:

Metropolitan Transportation Commission
Regional Network Management Committee

June 12, 2026

Agenda Item 4a – 26-0622

**MTC Resolution No. 4767. Connect Bay Area Act - Senate Bill 63 (2025) Rider-Focused
Improvements Expenditure Plan**

Subject:

Overview of a proposed expenditure plan to guide the use of revenues focused on transit rider improvements from a future ballot measure authorized by the Connect Bay Area Act (Senate Bill 63 of 2025).

Background:

Senate Bill 63 (Wiener/Arreguín), the Connect Bay Area Act, was enacted in October 2025 and authorizes a transportation funding measure to be placed on the November 2026 ballot in Alameda, Contra Costa, San Francisco, San Mateo and Santa Clara counties. An authorized measure would generate approximately \$980 million annually to sustain and improve transit and would be funded by a 14-year regional transportation sales tax (0.5% in each county except San Francisco, where the rate would be 1%). Any measure would be administered by the newly established Public Transit Revenue Measure District (District), governed by the same board as the Metropolitan Transportation Commission (MTC).

The Connect Bay Area Act aims to:

- Prevent major service cuts on BART, Muni, Caltrain, and AC Transit resulting from budget shortfalls following the COVID-19 pandemic.
- Improve the transit rider experience by making transit more affordable, easier to navigate, and more accessible for all riders, including seniors and persons with disabilities.
- Make other transportation improvements in Alameda, Contra Costa, San Mateo and Santa Clara counties.

The Connect Bay Area Act, as enacted by the California Legislature, dedicates approximately 5% of total retail transactions and use tax revenues generated in Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara Counties to rider-focused improvements that aim to improve the rider experience and support increased ridership. Revenues from this 5% are statutorily dedicated to three broad expenditure categories as defined by law: 1) “Fare programs,

including free and reduced-cost transfers and expanding the Clipper START program”; 2) “Accessibility programs and projects”; and 3) “Mapping and wayfinding and transit priority projects and programs” (California Government Code Section 67750 § 10-12).

MTC Resolution No. 4767 proposes a Rider-Focused Improvements Expenditure Plan which is intended to serve as a guide to provide additional detail on the types of projects and programs that could be funded and delivered using funds from the rider-focused investment categories in the Connect Bay Area Act. The resolution also lays out a process for stakeholder engagement and Commission approval of a program of projects to be funded with rider-focused improvement revenues. Over the life of any voter-approved Connect Bay Area Act revenue measure, MTC Resolution No. 4767 may be amended by the Commission, within the parameters established by statute, to update specific project/program eligibility, to update the programming of funds process, or to reflect other changes as appropriate.

Issues:

None identified.

Recommendations:

Refer MTC Resolution No. 4767 to the Commission for approval.

Attachments:

- MTC Resolution No. 4767
- Attachment A: Connect Bay Area Act Senate Bill 63 (2025) Rider-Focused Improvements Expenditure Plan
- Attachment A: Presentation


Andrew B. Fremier

Date: June 24, 2026
W.I.: 1621
Referred by: RNM

ABSTRACT

Resolution No. 4767

This resolution makes findings/defines the expenditure plan for rider-focused improvements from the Connect Bay Area Act (Senate Bill 63 Wiener/Arreguín).

This resolution contains the following attachments:

- Attachment A – which outlines the expenditure plan for rider-focused improvements from the Connect Bay Area Act.

Further discussion of this action is contained in the Regional Network Management Committee Summary Sheet dated June 12, 2026.

Date: June 24, 2026
W.I.: 1621
Referred by: RNM

RE: Connect Bay Area Act Rider-Focused Improvements Expenditure Plan

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 4767

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code Section 66500 *et seq.*; and

WHEREAS, Senate Bill 63 (Wiener/Arreguín), the Connect Bay Area Act, was enacted in 2025 and authorizes a transportation funding measure to be placed on the November 2026 ballot in Alameda, Contra Costa, San Francisco, San Mateo and Santa Clara counties; and

WHEREAS, An authorized measure would generate approximately \$980 million annually to sustain and improve transit and would be funded by a 14-year regional transportation sales tax; and

WHEREAS, Connect Bay Area Act aims to prevent major service cuts on BART, Muni, Caltrain and AC Transit resulting from budget shortfalls following the COVID-19 pandemic; improve the transit rider experience by making transit more affordable, easier to navigate, and more accessible for all riders, including seniors and persons with disabilities; make other transportation improvements in Alameda, Contra Costa, San Mateo and Santa Clara counties; and

WHEREAS, Approximately 5% would fund improvements to the rider experience by making transit faster, more affordable, more accessible for seniors and people with disabilities, and easier to navigate with improved signage; and

WHEREAS, Revenues from this approximately 5% are statutorily dedicated to three broad expenditure categories as defined by law: 1) “Fare programs, including free and reduced-cost transfers and expanding the Clipper START program”; 2) “Accessibility programs and projects”; and 3) “Mapping and wayfinding and transit priority projects and programs” (California Government Code Section 67750 § 10-12); and

WHEREAS, the rider-focused expenditure plan provides more detail about the types of investments that the statute is intended to fund; and

WHEREAS, Fare Programs, including but not limited to Clipper START and Free/Discounted Inter-agency Transfers, that deliver rider-friendly fare products and programs that help make transit more affordable for today's users and encourage people to use transit; and

WHEREAS, Accessibility Programs, including but not limited to mobility management, paratransit service, and coordinated plans, improve mobility and access to services for older adults and people with disabilities and give more Bay Area residents the freedom to get around the region independently; and

WHEREAS, The Regional Mapping and Wayfinding Project makes it easier to ride transit in the Bay Area by making wayfinding materials (maps, signs, screens, etc.) more consistent and easier to identify; and

WHEREAS, Transit Priority investments, including but not limited to implementation of capital projects and technical support, improve transit travel time and reliability, enhancing the experience for riders and lowering costs for operators; and

WHEREAS, revenues generated by a revenue measure authorized by the Connect Bay Area Act under the rider-focused improvements categories detailed in Section 3 of this Expenditure Plan are subject to programming actions by the MTC Commission consistent with state statute as defined in California Government Code § 67750-67756; and

WHEREAS, at least once every four years, starting in calendar year 2027, and for the duration of the revenue measure, the MTC Commission will adopt a multi-year funding program encompassing a rider-focused improvements program of projects consistent with state statute and the Regional Network Management Framework; now, therefore, be it

RESOLVED, that the Connect Bay Area Act Rider-Focused Improvements Expenditure Plan be adopted and will guide the Commission's programming of these investments should the Regional Measure take effect.

METROPOLITAN TRANSPORTATION COMMISSION

Sue Noack, Chair

The above resolution was entered into by the Metropolitan Transportation Commission at a regular meeting of the Commission held in San Francisco, California and at other remote locations on June 24, 2026.

Connect Bay Area Act

Senate Bill 63 (2025)

Rider-Focused Improvements

Expenditure Plan

June 2026

MTC Resolution 4767

Attachment A

Metropolitan Transportation Commission

Regional Network Management Section

<http://www.mtc.ca.gov>

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Connect Bay Area Act Rider-Focus Improvements Expenditure Plan
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Section 1 – OVERVIEW

Background

Senate Bill 63 (Wiener/Arreguín), the Connect Bay Area Act, was enacted in 2025 and authorizes a transportation funding measure to be placed on the November 2026 ballot in Alameda, Contra Costa, San Francisco, San Mateo and Santa Clara counties. An authorized measure would generate approximately \$980 million annually to sustain and improve transit and would be funded by a 14-year regional transportation sales tax (0.5% in each county except San Francisco, where the rate would be 1%). Any measure would be administered by the newly established Public Transit Revenue Measure District (District), governed by the same board as the Metropolitan Transportation Commission (MTC).

Goals

The Connect Bay Area Act aims to:

- Prevent major service cuts on BART, Muni, Caltrain and AC Transit resulting from budget shortfalls following the COVID-19 pandemic.
- Improve the transit rider experience by making transit more affordable, easier to navigate, and more accessible for all riders, including seniors and persons with disabilities.
- Make other transportation improvements in Alameda, Contra Costa, San Mateo and Santa Clara counties.

Approximately 63% of the money raised goes to the operation of buses, trains and ferries on BART, Muni, Caltrain, AC Transit, San Francisco Bay Ferry, East Bay bus agencies and Golden Gate Transit.

About one-third is guaranteed for Santa Clara Valley Transportation Authority (VTA), SamTrans, Contra Costa Transportation Authority, and Alameda County Transportation Commission, who have the flexibility to use the money for transit infrastructure and vehicles, running transit service, or paving roads with regular bus service.

Approximately 5% would fund improvements to the rider experience by making transit faster, more affordable, more accessible for seniors and people with disabilities, and easier to navigate with improved signage.

Finally, up to 0.22% can be used for measure administration costs incurred by the Metropolitan Transportation Commission and the new Public Transit Revenue Measure District. Measure proceeds can also cover specified one-time costs, such as election costs.

Section 2 – REGIONAL NETWORK MANAGEMENT

Background

In 2020, MTC created the Blue-Ribbon Transit Recovery Task Force (Task Force) to set a course for public transit’s recovery from the COVID-19 pandemic. This group was charged with developing a Bay Area Transit Transformation Action Plan, identifying the actions needed to reshape the region’s transit system into a more connected, more efficient and more user-focused mobility network across the entire Bay Area – and beyond. This set of 27 actions forms the cornerstone of a formal Bay Area Transit Transformation Action Plan (Action Plan), adopted by the Metropolitan Transportation Commission in fall 2021.

As a result of the Action Plan, a Network Management Business Case Evaluation kicked off in late 2021 to assess and recommend a preferred Regional Network Management framework that would support implementation of the Action Plan and help achieve near-term and longer-range transit mobility goals. The business case was guided by a 14-member Network Management Business Case Advisory Group comprised of transit operators and stakeholders. The business case was completed in December 2022, and the Commission approved the Regional Network Management Framework in February 2023.

The regional network management activities outlined above are a result of the work done by the Commission, the Task Force, consultants and partners.

The RNM Approach

As the San Francisco Bay area’s transportation planning, financing, and coordinating agency, MTC supports regional efforts to make Bay Area transit simpler, easier to use and more affordable. Regional Network Management (RNM) looks at the entire transit system to identify ways to improve the network and rider experience.

MTC and transit agency partners are working on a variety of projects from the Bay Area Transit Transformation Action Plan that will make the transit rider experience better. Priority projects include efforts to improve transit fare policies, mapping and wayfinding, accessibility, and transit priority.

Three meeting bodies guide the Regional Network Management (RNM) work at MTC. Together, these committees will provide input and make recommendations based on the expertise of transit leaders and Bay Area transit riders:

- Regional Network Management Committee: A committee of the MTC Commission that helps set the vision for transit in the Bay Area and drive the direction of the RNM.
- Regional Network Management Customer Advisory Group: Representatives from advocacy organizations, MTC ABAG’s Community Advisory Council and local government who stand for the customer and can help inform decision-making with the customer in mind.

- Regional Network Management Council: General manager-level representatives from transit operators and MTC who understand transit operations and can represent the interests of their stakeholders and provide leadership and critical input on regional policies.

Section 3 – EXPENDITURE PLAN CATEGORIES

Overview

The Connect Bay Area Act, as enacted by the California Legislature, dedicates approximately 5% of total retail transactions and use tax revenues generated by an authorized ballot measure in Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara Counties to rider-focused improvements that aim to improve the rider experience and support increased ridership.

Revenues from this approximately 5% are statutorily dedicated and statutorily apportioned to three broad expenditure categories as defined by law: 1) “Fare programs, including free and reduced-cost transfers and expanding the Clipper START program”; 2) “Accessibility programs and projects”; and 3) “Mapping and wayfinding and transit priority projects and programs” (Source: California Government Code Section 67750 § 10-12). These three categories encompass most of the actions contained in the 2021 [Bay Area Transit Transformation Action Plan](https://mtc.ca.gov/sites/default/files/documents/2021-09/Transit_Action_Plan_1.pdf) (https://mtc.ca.gov/sites/default/files/documents/2021-09/Transit_Action_Plan_1.pdf).

Revenue Forecast

Assuming a revenue measure authorized by the Connect Bay Area Act is approved by voters in the five counties at the November 3, 2026 general election, an estimated total of approximately \$740 million in year-of-expenditure dollars will be generated over the life of the revenue measure to support the three rider-focused expenditure categories. Table 1 below provides a breakdown of these estimated revenues by fiscal year (FY) and category.

Table 1. Rider-Focused Improvements Categories Revenue Forecast (Source: HDL Companies, October 2025 forecast for SB 63 on behalf of MTC based on statutorily defined apportionments)

| SB 63 Expenditure Category* In Millions of Year-of-Expenditure \$ | FY 2027 | FY 2028 | FY 2029 | FY 2030 | FY 2031 | FY 2032 | FY 2033 | FY 2034 |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <i>Fare Programs</i> | \$5.8 | \$24.0 | \$24.7 | \$25.5 | \$26.3 | \$27.2 | \$28.0 | \$28.9 |
| <i>Accessibility</i> | \$2.3 | \$9.6 | \$9.9 | \$10.2 | \$10.5 | \$10.8 | \$11.2 | \$11.5 |
| <i>Transit Priority/Mapping and Wayfinding</i> | \$2.3 | \$9.6 | \$9.9 | \$10.2 | \$10.5 | \$10.8 | \$11.2 | \$11.5 |
| | FY 2035 | FY 2036 | FY 2037 | FY 2038 | FY 2039 | FY 2040 | FY 2041 | TOTAL |
| <i>Fare Programs</i> | \$29.8 | \$30.8 | \$31.7 | \$32.8 | \$33.8 | \$34.9 | \$27.0 | \$411.2 |
| <i>Accessibility</i> | \$11.9 | \$12.3 | \$12.7 | \$13.1 | \$13.5 | \$13.9 | \$10.8 | \$164.2 |
| <i>Transit Priority/Mapping and Wayfinding</i> | \$11.9 | \$12.3 | \$12.7 | \$13.1 | \$13.5 | \$13.9 | \$10.8 | \$164.2 |
| GRAND TOTAL | | | | | | | | \$739.6 |

* Amounts shown do not reflect one-time costs that will be covered in early year(s) of measure (including election cost reimbursements, SB 63 required financial efficiency review costs, potential legal costs and other one-time costs tied to administering the tax ordinance).

Eligible Projects/Programs

The following rider-focused project and programs categories are eligible to make use of funds from the above identified revenue over the life of the revenue measure.

Fare Programs

Description: Delivering rider-friendly fare products and programs helps make transit more affordable for today’s users and encourages more people to use transit.

Goals:

- Support affordable access to public transportation
- Increase transit ridership by making the system more cohesive and easier to use
- Promote inter-agency collaboration and coordination of fare policies

Eligible Programs/Projects:

- **Clipper START:** The Clipper START program offers income-qualified Bay Area residents a 50% discount on their transit fares.

- **Free/Discounted Inter-agency Transfers:** Customers transferring between transit operators using Clipper receive a discount of up to \$2.85 (adjusted as needed based on whatever the highest local bus fare is in the Bay Area) for every transfer they make within the first 120 minutes of their initial Clipper tap into the transit system.
- **Fare Programs:** Other regional fare programs that serve to increase ridership and support affordable fares for users as determined by the MTC Commission, in consultation with the Regional Network Management Council.

Accessibility Programs

Description: Improve mobility and access to services for older adults and people with disabilities and give more Bay Area residents the freedom to get around the region independently.

Goals:

- Promote innovative programs and services that improve access to opportunities and services for older adults and people with disabilities
- Invest in capacity-building infrastructure to allow for better service delivery by local transit operators
- Provide financial support to deliver improved service based on needs identified by the disability community and older adults.

Eligible Programs/Projects:

- **Mobility Management:** Supporting county-level Mobility Managers to coordinate rides and function as a go-between for transit agencies, serving people with disabilities, older adults, and people with low incomes.
- **Improvements to Paratransit Service:** Delivery of paratransit service improvements including service levels changes, “one seat rides”, policy changes, and technology enhancements to increase efficiencies and improve the paratransit rider experience.
- **Coordinated Plan:** Projects and programs included in the Coordinated Public Transit-Human Services Transportation Plan (most recently updated in 2024), as adopted by the MTC Commission or local jurisdictions.

Mapping and Wayfinding/Customer Information Programs

Description: The Regional Mapping and Wayfinding Project is working to make it easier to ride transit in the Bay Area by making wayfinding materials (maps, signs, screens, etc.) more consistent and easier to identify. Whether users are traveling by bus, rail, ferry, or a combination, the signs and communication systems will be the same across all Bay Area transit operators.

Goals:

- Provide easy-to-understand, dependable and familiar transit information for travelers, regardless of where they are in the Bay Area
- Improve the accessibility of the transit system for all types of users

- Generate efficiencies by standardizing the development signs, customer information, and maps across all operators.

Eligible Programs/Projects:

- **Deliver Wayfinding and Signage Improvements:** Deploy new standardized signage, including digital wayfinding infrastructure, at hundreds of locations around the Bay Area, including at transit stops, rail stations, transit centers, and ferry terminals.
- **Maintain a Common Regional Transit Visual Identity:** Update and support transit operator use of the Regional Wayfinding Standards, which include the [Regional Network Identity Design Guide](https://mtc.ca.gov/sites/default/files/documents/2026-02/RegionalNetworkIdentityDesignGuide260217.pdf?cb=dead33e2) (https://mtc.ca.gov/sites/default/files/documents/2026-02/RegionalNetworkIdentityDesignGuide260217.pdf?cb=dead33e2) and the [Transit Stop Signage Design Guide](https://mtc.ca.gov/sites/default/files/documents/2026-03/MTC_TransitStopSignageDesignGuide03032026.pdf?cb=214510d9) (https://mtc.ca.gov/sites/default/files/documents/2026-03/MTC_TransitStopSignageDesignGuide03032026.pdf?cb=214510d9), as adopted by the Regional Network Management Council or any updated version of these Guides.

Transit Priority Programs

Description: Transit Priority investments improve transit travel time and reliability, better serving riders and lowering costs for operators.

Goals:

- Fund transit reliability capital improvements that reduce travel time for riders
- Provide technical support to local jurisdictions and transit operators on best practices to improve transit reliability
- Increase transit ridership through improved transit reliability

Eligible Programs/Projects:

- **Funding for Implementation of Capital Projects:** Various projects implemented by transit operators, local jurisdictions, and/or Caltrans that improve transit travel time and reliability including, but not limited to dedicated transit lanes, transit signal priority, improved transit stop design, transit vehicle/high-occupancy vehicle lanes, traffic/parking regulations and enforcement systems/technology, and queue jump lanes.
- **Technical Support:** Support for transit operators and other infrastructure project sponsors on best practices to improve transit reliability and the customer experience.

Section 4 – PROGRAM PROCEDURES

Programming of Revenues

Revenues generated by a revenue measure authorized by the Connect Bay Area Act under the rider-focused improvements categories detailed in Section 3 of this Expenditure Plan are subject to programming actions by the MTC Commission consistent with state statute as defined in California Government Code § 67750-67756.

Geographic Use of Funds

Revenues supporting capital projects under this Expenditure Plan may only be used for projects located within the boundaries of the Public Transit Revenue Measure District as defined by California Government Code § 67710.

Revenues supporting an operational project or program under this Expenditure Plan must provide service(s) to the jurisdictions within the boundaries of the Public Transit Revenue Measure District.

Performance

All statutory performance and accountability measures applicable to a revenue measure established under the Connect Bay Area Act apply to the funding detailed in this Expenditure Plan.

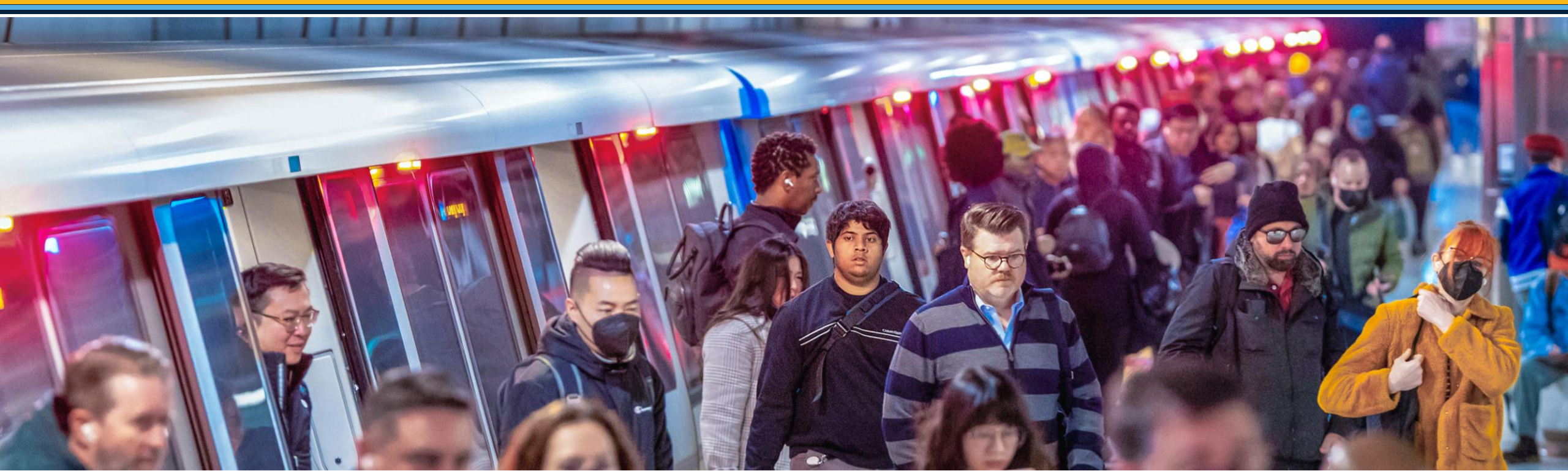
The performance and effectiveness of individual projects and programs that receive funds from the categories defined in Section 3 of this Expenditure Plan will be evaluated through the Regional Network Management Framework process and/or specific project/program evaluations undertaken by a project sponsor or MTC.

Funding Program Development Process

At least once every four years, starting in calendar year 2027, and for the duration of the revenue measure, the MTC Commission will adopt a multi-year funding program encompassing a rider-focused improvements program of projects. This program will detail funding amounts to be programmed by category as defined in Section 3 of this Expenditure Plan as well as the specific projects and programs to be awarded funds.

Prior to the MTC Commission's adoption of a multi-year funding program, and consistent with the Regional Network Management Framework, the proposed funding program will be presented to the Regional Network Management Council and the Regional Network Management Customer Advisory Group, or their designated successors, to solicit input on the proposed use of funds. These bodies' recommendations for the use of funds should be based on their determination of which projects and programs will have the greatest impact on improving the rider experience, growing ridership, and maintaining a financially sustainable public transit system.

MTC will also solicit public comment and input on the proposed multi-year funding program by posting the draft plan on its website at least 60 days prior to its consideration for formal adoption by the MTC Commission.



Connect Bay Area Act

Rider-Focused Improvements Expenditure Plan

MTC Resolution No. 4767



METROPOLITAN
TRANSPORTATION
COMMISSION

Regional Network Management Committee

June 12, 2026

Agenda

1. SB 63 Connect Bay Area Act
2. Rider Focused Improvements
 - Fare Programs
 - Accessibility
 - Transit Priority/Mapping & Wayfinding
3. Expenditure Plan Process



Connect Bay Area Act (SB 63)

Overview

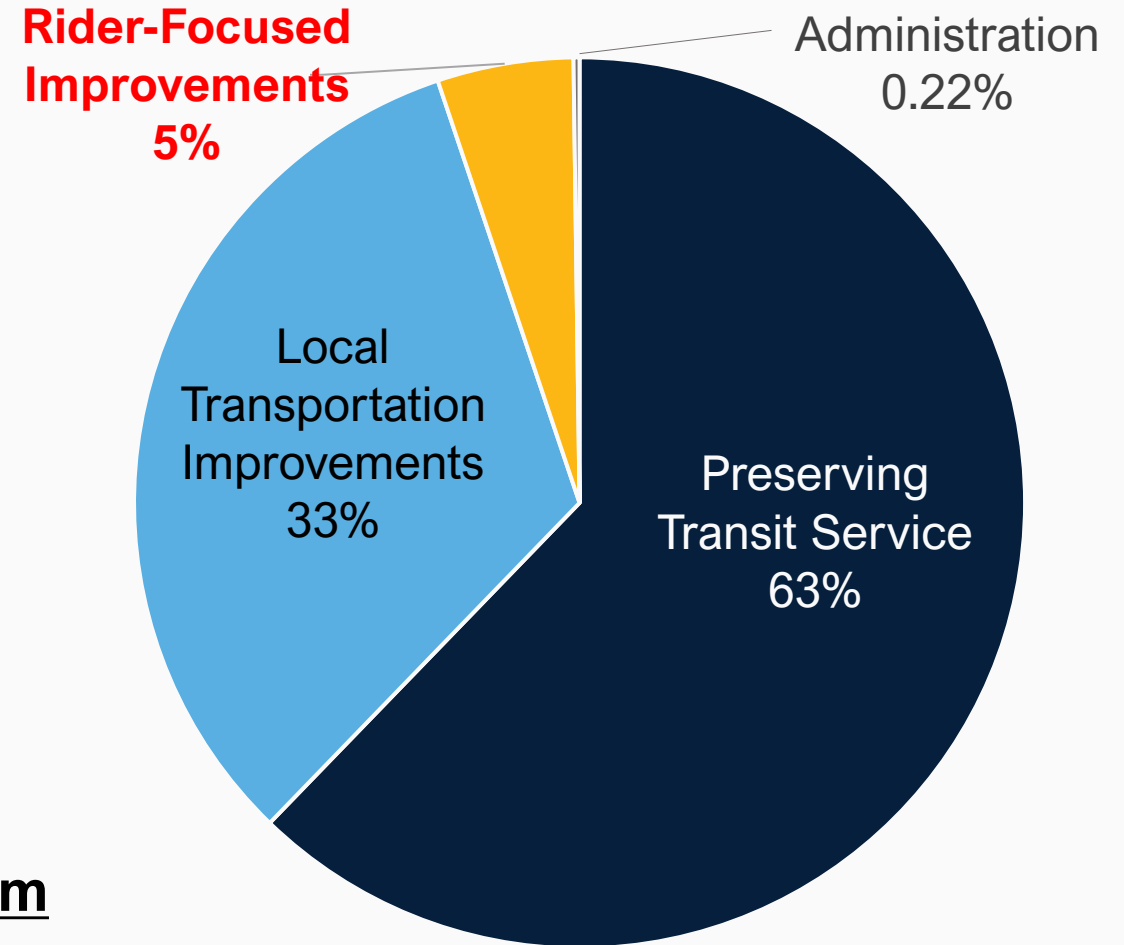
- Authorizes a November 2026 ballot measure in the counties of Alameda, Contra Costa, San Mateo, San Francisco and Santa Clara counties to prevent major service cuts on AC Transit, BART, Caltrain, and SF Muni
- Revenue Mechanism: 14-year sales tax
 - Generating about \$980 M/year in FY2026-27
 - Annual average of \$1,016 M in current year dollars (Sperry Capital Inc. 2024 Analysis)
 - Alameda, Contra Costa, San Mateo and Santa Clara: **0.5% rate**
 - San Francisco: **1% rate**



Connect Bay Area Act Funding Categories

- **Preserving Transit Service**
 - Funding to BART, Muni, Caltrain, AC Transit, SF Bay Ferry, and East Bay bus agencies
- **Local Transportation Improvements**
 - Funding to Santa Clara VTA, SamTrans, Contra Costa Transportation Authority, and Alameda County Transportation Commission
- **Rider-Focused Improvements**
- **Administration**

Focus of this item



*Percentages are estimated

Rider-Focused Improvements

- The Connect Bay Area Act allocates 5% or approx. \$45 million/year to the Commission for rider-focused improvements to make transit more affordable, accessible and easier to use, for example and not limited to:



Fare programs (~\$25 million)

- Fund free and reduced-cost transfers, which can save multi-agency commuters \$1,500/year. Projected to increase ridership by 30,000 daily trips.
- Double the capacity of the Clipper START discount program to make transit more affordable for an additional 100,000 low-income riders.

Accessibility (~\$10 million)

- Investments in accessibility, such as streamlined paratransit eligibility and cross-jurisdictional paratransit, will improve experience for older adults and people with disabilities.



Transit Priority and Mapping and Wayfinding (~\$10 million)

- Mapping and wayfinding upgrades at intermodal hubs and strategic transit priority investments will make it easier to navigate the system and improve bus speed and reliability on significant corridors.

Rider-Focused Improvements Expenditure Plan

MTC Resolution No. 4767

Purpose:

- To provide additional information about the types of projects and programs that would be funded by rider-focused investments given the very limited descriptions included in SB 63/statute
- Establish a process for MTC, in partnership with transit operators through the Regional Network Management Framework, to develop a program of projects/programs for the use of rider-focused improvement funds

Connect Bay Area Act

Senate Bill 63 (2025)

Rider-Focused Improvements Expenditure Plan

June 2026

MTC Resolution 4767 Attachment A

Metropolitan Transportation Commission
Regional Network Management Section

<http://www.mtc.ca.gov>

Fare Programs

Description in SB 63: *“Fare programs, including free and reduced-cost transfers and expanding the Clipper START program”*^{**}

- Delivering rider-friendly fare products and programs helps make transit more affordable for today’s users and encourages more people to use transit.
- Goals: affordable access to transit, increase ridership, promote interagency collaboration
- Projects and Programs: \$25 million per year
 - Clipper START
 - Free/Reduced Inter-agency Transfers
 - Fare Programs



Accessibility

Description in SB 63: “Accessibility programs and projects”*

- Improve mobility and access to services for older adults and people with disabilities and give more Bay Area residents the freedom to get around the region independently.
- Goals: improve mobility/access to services and better service delivery
- Projects and Programs: \$10 million per year
 - Projects/Programs in the Coordinated Plan
 - Improvements to Paratransit Service



Transit Priority/Mapping and Wayfinding

- **Transit Priority** investments improve transit travel time and reliability, enhancing the experience for riders and lowering costs for operators.
 - Goals: reduce travel time for riders, increase ridership, reduce operational costs
- The **Regional Mapping and Wayfinding Project** is working to make it easier to ride transit in the Bay Area by making wayfinding materials more consistent and easier to identify.
 - Goals: provide easy-to-understand transit information for travelers and improve the accessibility of the transit system for all types of users
- Projects and Programs: \$10 million per year

Description in SB 63: *“Mapping and wayfinding and transit priority projects and programs”**



Proposed Programming Process

- MTC Commission will adopt a multi-year program of projects for rider-focused improvements at least every four years
- Program will be developed by MTC staff in partnership with transit operators through the Regional Network Management framework
 - Regional Network Management Council
 - Customer Advisory Group
- Program of projects will be consistent with state statute and all applicable geographic use of funds conditions
- MTC Commission may revise MTC Resolution No. 4767 as needed in the future



Proposed Action

- Regional Network Management Committee forwards MTC Resolution No. 4767, the Connect Bay Area Act Rider-Focused Improvements Expenditure Plan, to the Commission for approval.





Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Text

File #: 26-0589, **Version:** 1

Subject:

Regional Mapping & Wayfinding Project Contract Actions: i. Contract -Progressive Design-Build Services for Regional Mapping and Wayfinding Pilot Implementation: LC General Engineering & Construction, Inc. (\$11,460,000); and ii. Contract - Pilot Delivery Support Services for Regional Mapping and Wayfinding Pilot Implementation: WSP USA Inc. (\$1,200,000)

Regional Mapping & Wayfinding Project Contract Actions: i. Contract -Progressive Design-Build Services for Regional Mapping and Wayfinding Pilot Implementation: LC General Engineering & Construction, Inc. (\$11,460,000); and ii. Contract - Pilot Delivery Support Services for Regional Mapping and Wayfinding Pilot Implementation: WSP USA Inc. (\$1,200,000)

Presenter:

Gordon Hansen, MTC and Jumana Nabti, BART

Recommended Action:

Committee Approval

Attachments:

Metropolitan Transportation Commission
Regional Network Management Committee

June 12, 2026

Agenda Item 4b – 26-0589

Regional Mapping & Wayfinding Project Contract Actions: i. Contract –Progressive Design-Build Services for Regional Mapping and Wayfinding Pilot Implementation: LC General Engineering & Construction, Inc. (\$11,460,000); and ii. Contract – Pilot Delivery Support Services for Regional Mapping and Wayfinding Pilot Implementation: WSP USA Inc. (\$1,200,000)

Subject

Request for Committee approval to negotiate and enter into two separate contracts in support of the Regional Mapping & Wayfinding Project (RMWP) with: i. LC General Engineering & Construction, Inc. (LC General) to support pilot implementation of new wayfinding signage at nine pilot transit hubs and selected bus stops in an amount not to exceed \$11,460,000; and ii. WSP USA Inc. (WSP) to provide construction monitoring, structural engineering review and cost estimating support services in conjunction with implementation in an amount not to exceed \$1,200,000.

Background

In collaboration with Bay Area transit agencies, MTC initiated the Regional Mapping & Wayfinding Project in 2021, following recommendations from the Blue Ribbon Transit Recovery Task Force. The Task Force identified a regionally harmonized mapping and wayfinding system as a key strategy for improving transit usability and supporting ridership. In a poll commissioned by the Task Force, 92% of respondents indicated that easy-to-use and uniform maps and signage are important. The project aims to establish a unified regional approach to maps, signs, and navigation tools that can be applied consistently across all Bay Area transit agencies.

Milestones to date include the installation of prototype signage at the El Cerrito del Norte station and Santa Rosa Transit Mall and SMART stations, as well as limited temporary signage at Powell station. Feedback from customers and transit agencies has informed the development of a *Regional Network Identity Design Guide*, which specifies consistent colors, symbols, and an information hierarchy for transit navigation, and a *Transit Stop Signage Design Guide*, which provides guidance for transit agencies designing, installing, and maintaining transit stops. In

February, the RNM Council approved the use of these guides for RMWP pilot projects and voluntary agency use.

The project has now entered the pilot implementation phase, which includes the design and implementation of wayfinding signage and other customer navigation elements at nine transit hubs around the Bay Area and selected bus stops in Sonoma and Solano Counties. The goal is to incrementally implement new signage throughout 2027 and into the first half of 2028. Currently, sign planning is underway, with much of the technical work being performed by the project's wayfinding standards consultant, Applied Information Group. This includes detailed sign audits at each transit hub and the identification of potential sign types and their locations and content with transit agency partners. Simultaneously, the project team has also conducted a procurement process to identify two consultant teams to (1) implement these plans, including sign fabrication and installation, and (2) provide support services to facilitate pilot delivery.

1) Progressive Design-Build Services Contract

On February 20, 2026, MTC issued a Request for Qualifications (RFQ) for a Progressive Design Build Contractor to implement the pilots. The scope includes signage design, engineering, permitting, fabrication, and installation. To maximize flexibility while sign planning is still ongoing, MTC selected a progressive design build delivery model.

MTC sent an email advertising the RFQ on MTC's website to over 5,165 firms. Sixteen individuals representing nine firms attended the proposer's conference on March 2, 2026. MTC received three responsive proposals. A panel of MTC, BART and SFO staff evaluated responses in a two-stage process. In Stage 1: Qualifications Evaluation, the panel evaluated each team's written proposal for:

- Team Qualifications and Experience (25 points)
- Key Personnel (20 points)
- Staffing Plan and Organizational Structure (10 points)
- Project Approach (30 points)
- Efficiency and Innovation (15 points)

Teams receiving 80 points or more would advance to a shortlist for further evaluation, including interviews. After completion of Stage 1, Stage 2: Cost Effectiveness and Price Evaluation would evaluate firms on 1) Cost Effectiveness (15 points); and 2) Price (15 points). The scores from Stage 2 are then added to the scores from Stage 1 to develop a final score and ranking. The final ranking of teams is: 1) LC General Engineering & Construction, Inc (LC General); and 2) Parsons Transportation Group Inc. (Parsons). LWG Construction, Inc., submitted a response, but did not meet the 80-point minimum and therefore was not shortlisted for further evaluation. LC General received the highest ranking due to the firm's qualifications and experience with: (a) implementing wayfinding signage at Bay Area transit hubs, including at five of nine pilot locations in previous projects, (b) streamlined approach to design, fabrication and installation, and (c) competitive hourly rates. Attachment A includes a summary of LC General Engineering & Construction, Inc. and its project team's Small Business Enterprise (SBE) status.

2) Pilot Delivery Support Services

Separately, MTC conducted a Direct Select procurement via cooperative use from the Bay Area Toll Authority (BATA) 2024 Construction Management, Design Services & Asset Management (CM DS AM) Bench to provide pilot delivery support services. Working closely with the Design Build Contractor, this Pilot Delivery Support consultant will (a) monitor construction, including tracking the contractor's day-to-day work and providing guidance on technical issues, (b) review and advise MTC on structural engineering, and (c) independently estimate costs to assess the reasonableness of trade package price proposals.

MTC staff reviewed Statements of Qualifications (SOQs) and solicited proposals from three firms qualified in both the Construction Management and Design Service categories of the BATA CM DS AM Bench. Project staff recommend awarding the contract to WSP USA Inc. for (a) its team's experience with construction management, structural design and cost estimation of Bay Area rail and bus rapid transit infrastructure and other passenger transportation facilities, and (b) competitive pricing. Attachment A includes a summary of WSP's and its project team's Small Business Enterprise (SBE) status.

Issues:

None identified.

Recommendations:

Staff recommends the Regional Network Management Committee authorize the Executive Director or designee to i. negotiate and enter into a contract with LC General Engineering & Construction, Inc., as the highest ranked firm, in an amount not to exceed \$11,460,000 for Progressive Design-Build Services to support pilot implementation of new wayfinding signage at nine pilot transit hubs and selected bus stops; In the event negotiations fail, negotiations may then proceed with the next ranked firm, and so on until an agreement is reached; and ii. negotiate and enter into a contract with WSP USA Inc. in an amount not to exceed \$1,200,000 to provide construction monitoring, structural engineering review and cost estimating support services in conjunction with pilot implementation.

Attachments:

- Attachment A: Small Business Enterprise Status
- Attachment B: Request for Committee Approval – Proposed Contract (Progressive Design-Build Services for Regional Mapping & Wayfinding)
- Attachment C: Request for Committee Approval – Proposed Contract (Pilot Delivery Support Services for Regional Mapping & Wayfinding)
- Attachment D: Presentation



Andrew B. Fremier

Small Business Enterprise Status

| | Firm Name | Role on Project | SBE** Yes / No | If SBE Yes, List # |
|--|--|---|---------------------------|-------------------------------|
| Progressive Design-Build Services Prime Contractor | LC General Electrical & Construction, Inc. | General contractor providing progressive design-build services to implement RMWP pilot projects | No | N/A |
| | Subcontractor Alfred Martinez Engineering | Oversee design development, documentation and structural engineering | Yes | 2008987 |
| Pilot Delivery Support Services | WSP USA Inc. | Construction monitoring and structural engineering support services | No | N/A |
| | Dabri Inc. | Cost estimation services | Yes | 2014093 |

Footnote

**Denotes certification by the State of California.

**Summary of Proposed Contract – Progressive Design Build Services for Regional Mapping
& Wayfinding**

Work Item No.: 1621

Consultant: LC General Engineering & Construction, Inc., San Francisco, CA
In the event negotiations are not successful, Parsons Transportation Group Inc., Oakland, CA

Work Project Title: Progressive Design Build Services for Regional Mapping & Wayfinding

Purpose of Project: Implementation of new wayfinding signage at nine pilot transit hubs throughout the Bay Area and selected bus stops in Sonoma and Solano counties through December 31, 2028.

Brief Scope of Work: The scope of work includes design, engineering, permitting, construction, installation, cleanup & closeout activities associated with the implementation of new wayfinding signage.

Project Cost Not to Exceed: \$11,460,000

Funding Source: FTA Section 5307 Urbanized Area formula funds

Fiscal Impact: Funding is included in MTC’s FY 2025-2026 capital budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into an agreement with LC General Engineering & Construction, Inc., and in the event negotiations are not successful, with Parsons Transportation Group Inc., for scope described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026 and that the Chief Financial Officer is authorized to set aside \$11,460,000 for such agreement.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026

Request for Committee Approval

Summary of Proposed Contract – Pilot Delivery Support Services for Regional Mapping & Wayfinding

Work Item No.: 1621

Consultant: WSP USA Inc.
Oakland, CA

Work Project Title: Pilot Delivery Support Services for Regional Mapping & Wayfinding

Purpose of Project: Provide support services to MTC to manage the implementation of new wayfinding signage at nine pilot transit hubs throughout the Bay Area and selected bus stops in Sonoma and Solano counties through December 31, 2028.

Brief Scope of Work: The scope of work includes construction monitoring, structural engineering review and cost estimating services during the implementation of Regional Mapping & Wayfinding pilots

Project Cost Not to Exceed: \$1,200,000

Funding Source: Transit Transformation Action Plan State Transit Assistance (Population-based)

Fiscal Impact: Funding is included in MTC’s FY 2025-2026 capital budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into an agreement with WSP USA Inc. for scope described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026 and that the Chief Financial Officer is authorized to set aside \$1,200,000 for such agreement.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026



Contract Awards – Progressive Design-Build Services & Pilot Delivery Support Services for Regional Mapping & Wayfinding Project

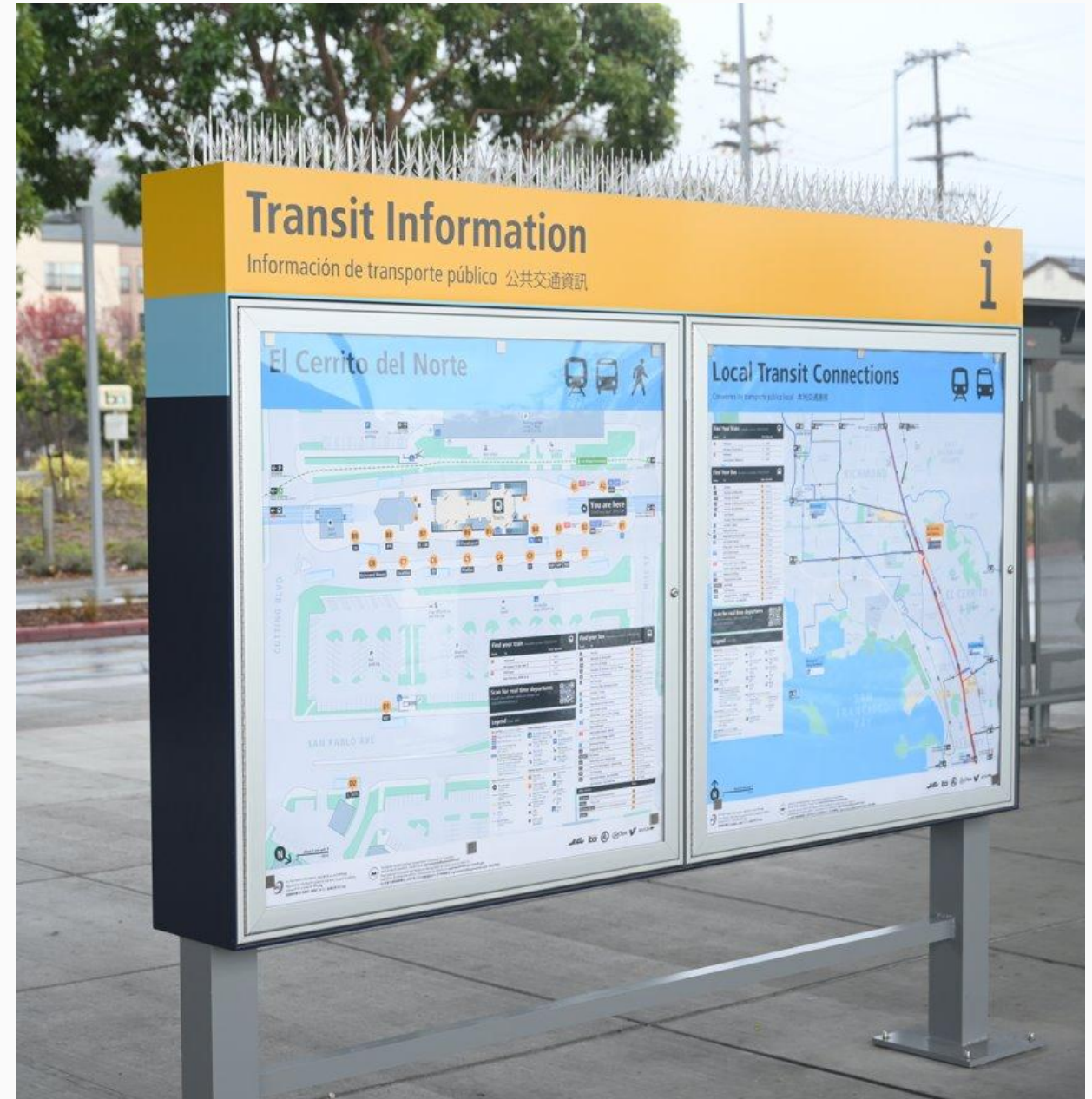
Regional Network Management Committee



June 12, 2026

Today's meeting

- Project updates
 - Schedule and budget
 - Activities & accomplishments
- Recommended contract awards
 - Pilot implementation
 - Project delivery support
- Next steps



Project goals & values

Goals

- **Improve transit accessibility** by reducing information and navigation barriers
- **Grow and sustain ridership** by making transit more visible and easier to understand
- **Improve agency operational efficiency** through shared designs for maps, signs, and navigation materials

Project values

Designing for all

Advance access to anyone who wants to use public transit

Interconnectedness

Support the harmonization and connectivity of the regional system

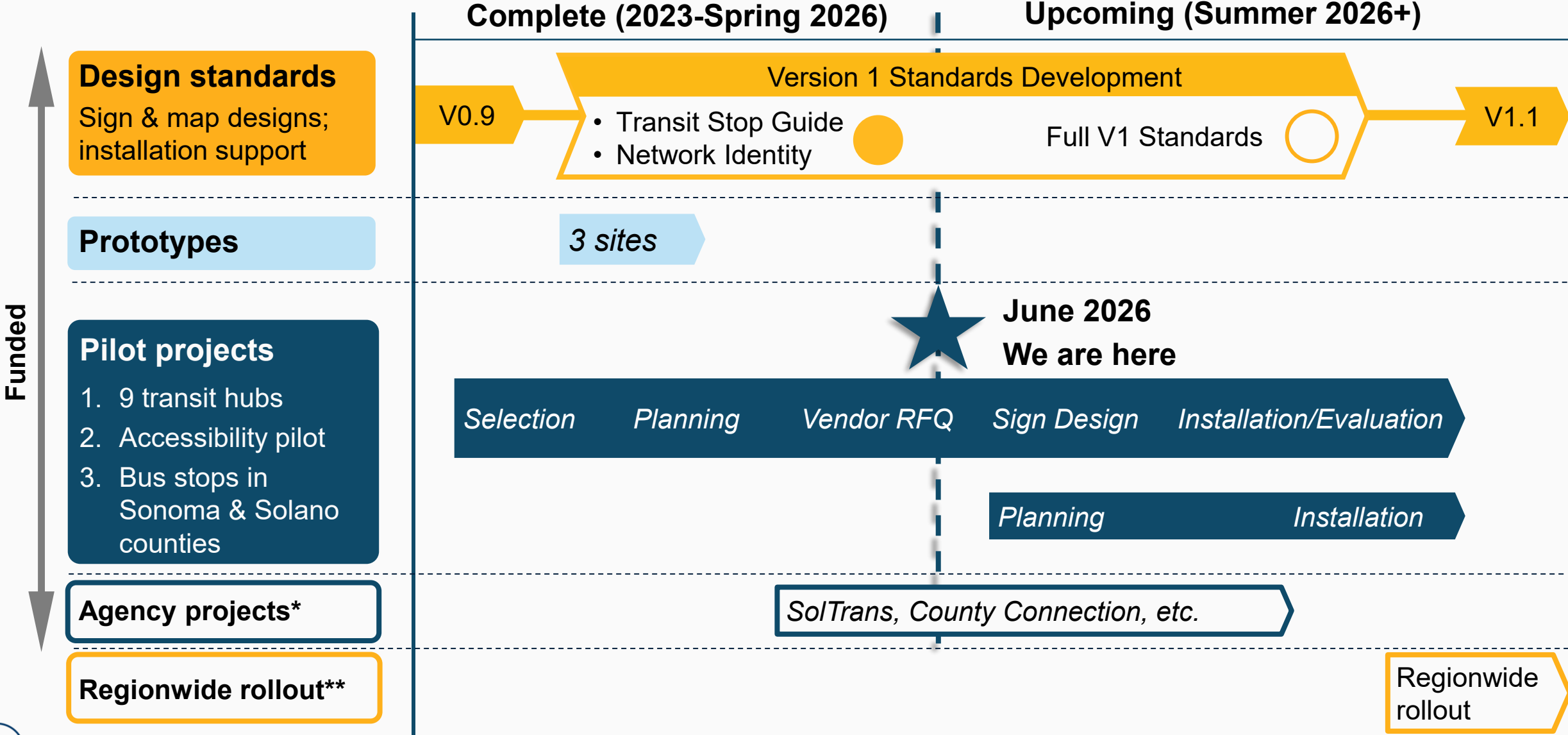
Design excellence

Create attractive signs and maps for welcoming transit environments

Operational viability

Affordable and practical for transit agencies to implement and maintain

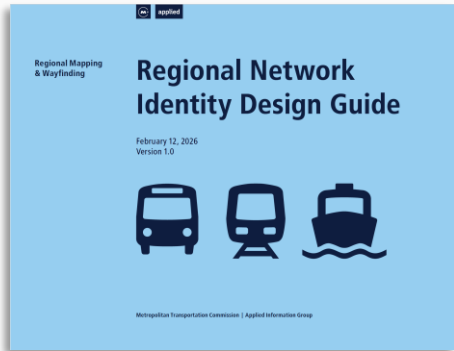
Project schedule



* MTC assistance; separate funding **Subject to funding

Project activities & accomplishments – Spring 2026

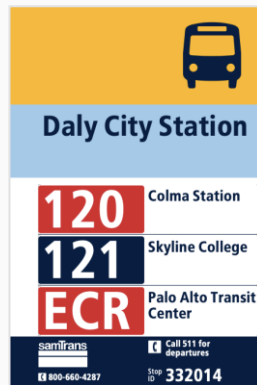
Design Guides – available now



Regional Network Identity Design Guide:
"Look and feel" for all signs and maps



Transit Stop Signage Design Guide:
Signs for all 19 bus systems

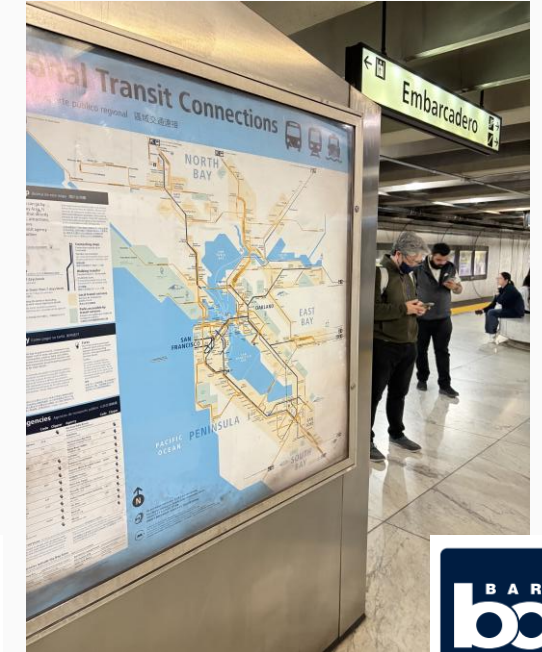


Agency project collaboration

New signs at Castro



Regional Map at Embarcadero



Active collaborations with five bus agencies for new signage



Pilot Projects overview

Scope

- Full sign and map replacement at 9 multimodal transit hubs around the region
- Sign replacement for selection of North Bay bus routes

Goals

- Improve customer experience at major transfer hubs
- Evaluate other signs, maps, and accessibility tools not tested in the prototypes
- Refine Regional Wayfinding Standards



Pilot Project delivery: vendor overview

Under contract

applied

Applied
Wayfinding Inc.

Pilot planning & artwork

- Pre-engineering drawings
- Pilot sign plans: detailed sign-by-sign locations and content
- Pilot sign artwork

For consideration; requested approval today

Progressive Design-Build Services (Pilot Implementation)

- Design & engineering
- Agency permitting
- Fabrication & installation



LC General Engineering
& Construction, Inc.

Pilot Delivery Support Services

- Construction monitoring
- Structural engineering review
- Cost estimation



WSP USA, Inc.

Requested action

Staff recommend authorizing the Executive Director or Designee to negotiate and enter into contracts with:

1. **LC General Engineering & Construction, Inc.** in an amount not to exceed \$11,460,000 to provide Progressive Design-Build Services for pilot implementation
2. **WSP USA, Inc.** in an amount not to exceed \$1,200,000 to provide Pilot Delivery Support Services

Next steps

- Negotiate and enter into contracts with LC General & WSP
- Determine pilot delivery schedule in discussions with vendors
- Continue sign planning at pilot sites in preparation for implementation





Metropolitan Transportation Commission

Legislation Text

375 Beale Street, Suite 800
San Francisco, CA 94105

File #: 26-0598, **Version:** 1

Subject:

Clipper Program Update and Contract Action: i. Next Generation Clipper (C2) Update; ii. Change Order Amendment - Amendment 2 to Clipper System (C1) and Customer Service Center Contract Change Order 218: Cubic Transportation Systems (Cubic) (\$3,100,000)

Update on the progress of the C2 system and request for approval of the associated contract extension of the C1 Clipper Contract with Cubic for ongoing support and operations of the Clipper legacy system.

Presenter:

Jason Weinstein and Angus Davol

Recommended Action:

Committee Approval

Attachments:

**Metropolitan Transportation Commission
Regional Network Management Committee**

June 12, 2026

Agenda Item 4c – 26-0598

Clipper Program Update and Contract Action: i. Next Generation Clipper (C2) Update; ii. Change Order Amendment - Amendment 2 to Clipper System (C1) and Customer Service Center Contract Change Order 218: Cubic Transportation Systems (Cubic) (\$3,100,000)

Subject:

Update on the progress of the C2 system and request for approval of the associated contract extension of the C1 Clipper Contract with Cubic for ongoing support and operations of the Clipper legacy system.

Background:

i. C2 Update

The Bay Area’s move to the C2 system marks the latest step in a 25-year regional effort to modernize and unify fare payment across 22 transit operators, one of the most complex multi-operator environments in the country. From the region’s first TransLink pilot in 1999 through the launch of the Clipper card in 2010, the goal has remained consistent: to provide a seamless, reliable, customer-centered fare payment experience for millions of riders. The transition to C2 is the most significant update to this system since Clipper’s original debut.

Implementation Progress

The C2 system launched on December 10, 2025, offering both account-based Clipper cards and credit and debit card payments for all Bay Area Operators, while supporting the legacy card-based system's operations until all cards are transitioned to the new system. Significant operational challenges continue to affect C2 customers and transit operators, and MTC has been working daily with the System Integrator Contractor, Cubic, and transit operator staff to deploy fixes and address system stability concerns. At the same time, adoption continues to grow, with over 1.8 million Clipper cards (12%) having migrated to the new system, and currently 45% of trips use either account-based Clipper cards (32%) or contactless credit or debit cards (13%). Clipper usage remains strong, with higher utilization rates than at the same time last year. Since its launch, Cubic has deployed fixes to address ongoing issues that continue to affect customers and transit operators. Priority concerns include customer account access, migration

errors requiring manual correction, financial settlement discrepancies, system stability, and reliability issues with some fare inspection devices, vending machines, and customer service tools. Daily coordination with Cubic continues, supported by weekly executive-level reviews and structured tracking of these priority issues.

In particular, customer account access, migration errors, and issues with the customer service tools led to larger-than-expected call volume, long waiting times, and unanswered calls, which was frustrating for customers. WSP USA Services, Inc., which operates the C2 customer service center, has implemented several improvements to enhance the customer experience. These include extending operating hours, hiring additional full-time and part-time agents, and expanding training programs. As a result, average wait times were reduced to just over five minutes in April and May.

Since the launch in December 2025, Cubic has deployed software updates addressing issues across Customer Service Terminals, fare inspection devices, the Clipper customer website, and mobile app, as well as back-office (C2) performance and monitoring improvements. At the March meeting of the Clipper Executive Board, Cubic committed to a date of May 30 for addressing all remaining issues identified by MTC and operators as critical to advancing the bulk migration of customer accounts to the C2 system. While Cubic did make significant progress—including further updates to the Clipper website and mobile app, fixes to revenue apportionment and settlement reporting, database updates with migration logic fixes, and other back-office server updates—a key back-office software update with critical fixes was delayed by issues identified during testing. Initially planned for May 17, the update was delayed to May 31, which meant that Cubic was unable to meet their May 30 target date. Moreover, the May 31 deployment failed and had to be rolled back, a further setback to the schedule. The update was reattempted successfully on June 7 and is currently undergoing verification. Subsequent deployments of fare inspection device fixes and back-office server performance improvements that were dependent on the June 7 update are still pending.

Furthermore, in addition to ongoing issues with fare inspection device performance, there have been numerous instances of system instability and outages that have impacted customer and transit agency operations. Cubic has deployed expanded monitoring and alerts for their systems,

and Staff have been working with Cubic to improve procedures for escalating and communicating updates to MTC and Transit Operators of issues and resolutions. Staff continues to provide regular updates on this work to the Clipper Executive Board monthly and to the Commission through the MTC Executive Director’s report.

ii. C1 Contract Change Order 218: Cubic (\$3,100,000)

In October 2024, this Committee authorized an Amendment to the operations and maintenance (O&M) extension of the Cubic Contract, which is set to expire on June 30, 2026. Given, as described above, that the transition to the C2 is not yet complete, MTC engaged Cubic to further amend the existing legacy Clipper contract.

The proposed amendment does not change the scope or terms of the previous amendment, but extends the O&M of the legacy Clipper system for nine months to account for the additional time required by the contractor to complete the customer transition from the existing Clipper system to C2.

Scope of Work as previously negotiated:

- November 3, 2024 to beginning of Customer Transition/NTP (Phase 1)
- Beginning of Customer Transition (NTP) through last C1 Card Transition (Phase 2)
- Post Customer Transition through C1 System Shutdown (Phase 3)

During Phase 1, a reduction of the original C1 O&M payments was negotiated. During Phase 2, staff negotiated a significant reduction in O&M payments, which was further reduced based on the number of customers using the Legacy C1 system. During Phase 3, only a flat fee would apply as at this point all credit and debit processing would be done through the new system.

There would also be a prorated portion of software licensing fees that are paid annually. Existing Contract terms for the legacy system remain in force through the term of the extension.

Cubic is not a small business enterprise and currently has no subcontractors. This contract action was approved by the Clipper Executive Board on June 1, 2026.

Issues:


None identified.

Recommendations:

Staff recommends the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into a contract change order amendment with Cubic in an amount not to exceed \$3,100,000, subject to approval of the FY 2026-27 MTC Budget.

Attachments:

- Attachment A: Request for Committee Approval – Summary of Proposed Contract Change Order Amendment
- Attachment B: PowerPoint: Clipper Program Update



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract Change Order Amendment

Work Item No.: 320-1221

Consultant: Cubic Transportation Systems, Inc.
San Diego, CA

Work Project Title: C1 Operations and Maintenance (O&M) Extension

Purpose of Project: Extend the Operations and Maintenance period under the current Clipper Contract for nine months past the current June 30, 2026 expiration date.

Brief Scope of Work: Continued Operations and Maintenance of the legacy Clipper System (C1) for up to nine months, as needed to complete transition from C1 to the Next Generation Clipper System (C2)

Project Cost Not to Exceed: \$3,100,000 (this Change Order Amendment)

Funding Source: Regional Measure 2 Operating

Fiscal Impact: Funding dependent upon the adoption of the FY 2026-27 MTC agency budget.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract change order amendment with Cubic Transportation Systems, Inc. for the purposes described herein and in the Regional Network Management Committee Summary Sheet dated June 12, 2026 and that the Chief Financial Officer is authorized to set aside \$3,100,000 for such contract change order amendment, subject to adoption of the FY 2026-27 MTC agency budget.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026

Clipper Program Update and Action

Regional Network Management Committee
June 12, 2026



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Clipper Vision



22 Transit Operators – Creates a unified transit experience across the Bay Area





Clipper Executive Board – Provides foundational regional governance and fosters collaboration



Simplifies Complexity – In one of the nation's most complex transit regions

Next Generation Clipper (C2)

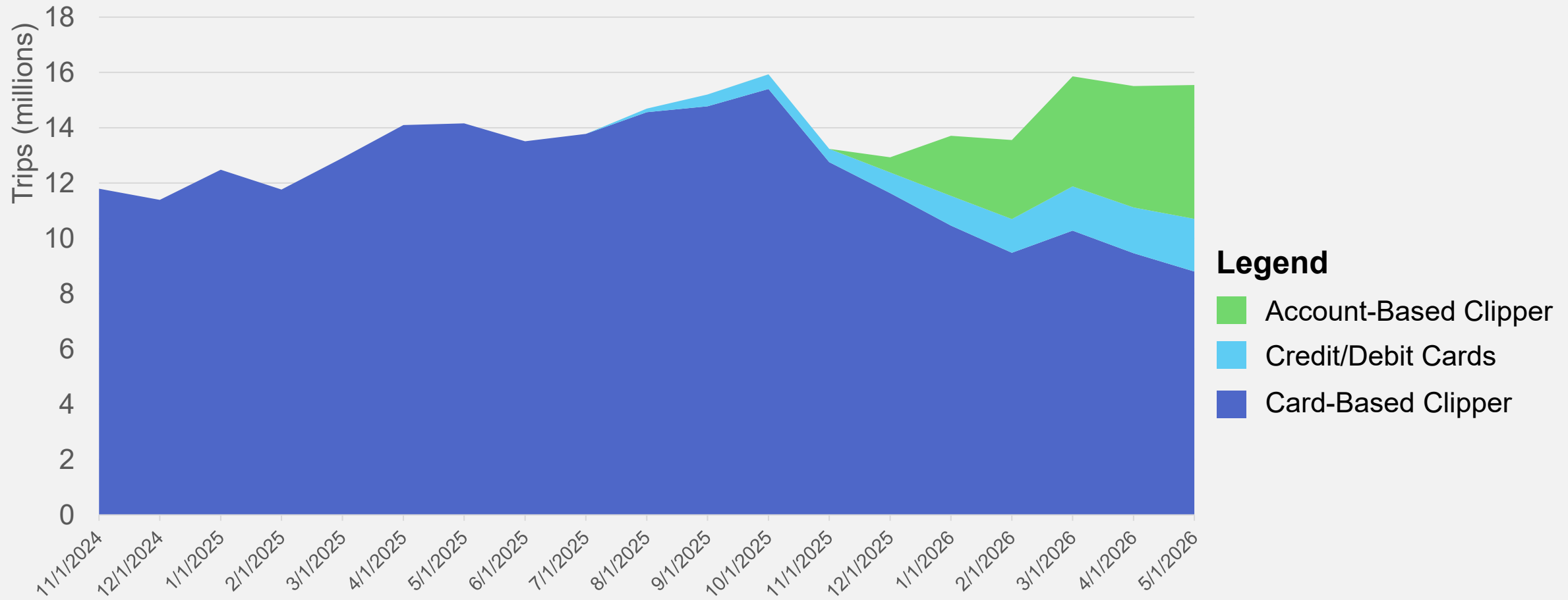
- All New Equipment
- Real-Time Value Availability
- Mobile Clipper Cards in Phone Wallets - 
- Contactless Credit/Debit Card acceptance - 
- Regional Transfer Discounts
- Supports Transit Agency Promotions
- Supports Existing Equity Programs

C2 Transition Status

- December 10, 2025: Launch of Next-Generation Clipper
 - Contactless credit/debit card acceptance on all transit operators
 - Start of customer transition to the new Clipper back office
- As of June 2026:
 - Over 1.8 million cards migrated (on-demand via Clipper website/app or phone)
 - 45% of Clipper trips being processed through the new system
 - 32% on Clipper cards
 - 13% on contactless credit/debit cards
 - Bulk migration of remaining ~13M cards pending system readiness

All Clipper Trips by Month

- Overall, Clipper usage remains strong with higher usage levels compared with this same time last year
- In May 2026, Clipper processed 15.5M trips, collecting \$39.4M in fare revenue
 - C2 system processed 6.7M trips, \$21.3M in fare revenue (account-based Clipper cards + credit/debit cards)



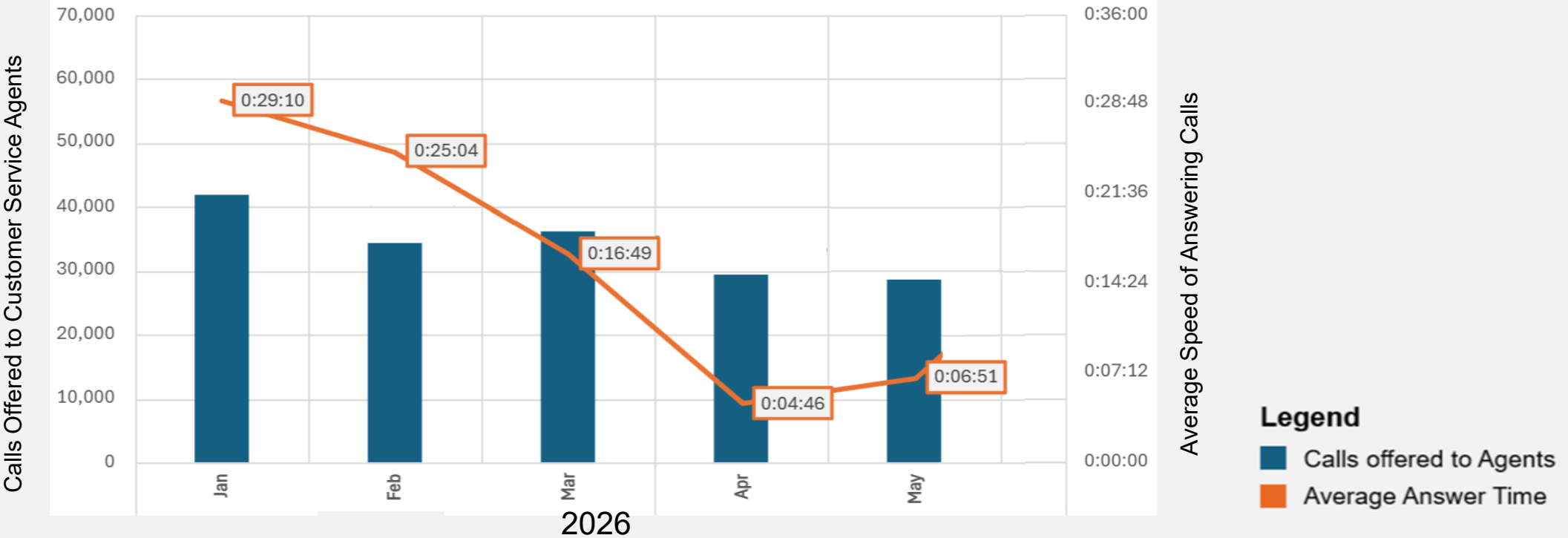
Legend

- Account-Based Clipper
- Credit/Debit Cards
- Card-Based Clipper

Contact Volumes and Customer Wait Times

- Average answer time has improved tremendously from earlier in the year

Average Speed of Answer and Calls Offered



- Monthly call volume have dropped from over 40K call in January to under 30K calls in May (the blue bars above).
- Customer service performance has greatly improved with extended hours and additional staffing (orange line above)

Prerequisites for Start of Bulk Migration

System stability and capacity: Demonstrated system stability, system monitoring/alerts

- Status: Back-office server reconfiguration pending; 30-day stability period not yet achieved.

Critical blockers resolved: All critical bugs fixed and verified

- Status: 18 fixes in verification or awaiting deployment.

Equipment fully functional: Fixes complete for fare inspection devices

- Status: Software update with performance fixes in development.

Financial controls in place: Financial reconciliation and reporting confirmed by MTC Finance and transit operators, internal controls documented

- Status: Reporting fixes in verification; full documentation pending.

Customer Service Center issues resolved: Fixes implemented to eliminate critical workarounds, CRM system stability demonstrated

- Status: 3 fixes still pending; CRM stabilizing but impacted by system outages.

Next Steps

- Continued software/system updates to address remaining critical issues
- Monitoring to ensure stability during FIFA World Cup events
- Continue resolving issues affecting customers and operator staff
- Proceed with bulk migration of Clipper customers once prerequisites are met (with approval from Clipper Executive Board leadership)
- After system delivery: Post-delivery review

C1 Contract Action

Legacy Clipper (C1) Operations & Maintenance (Cubic)

- Last extended in Oct 2024, expected to end in FY25/26. Due to C2 transition delay, C1 system still needed in FY26/27 for fare payment and credit/debit card processing for customers not yet migrated.
- Proposed extension will continue previously negotiated terms:
 - Phase 1 (pre-transition) – prior to Dec. 10, 2025
 - Phase 2 (transition) – reduced O&M amount as customers migrate to C2 system
 - Phase 3 (post-transition) – further reduced O&M during C1 system close-out
- \$3.1M in FY26/27 budget to continue operations during C1 system ramp-down (6–9 months)
- MTC to cover transit operator share of O&M cost; will pursue cost recovery as part of contractual discussions

Thank you



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TRANSPORTATION
COMMISSION**