



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

Meeting Agenda

Clipper Executive Board

Committee Members:

Denis Mulligan, Chair Edward D. Reiskin, Vice Chair

*Grace Crunican, Nuria Fernandez, Jim Hartnett,
Steve Heminger, Michael Hursh, Rick Ramacier,
Nina Rannells*

Monday, March 20, 2017

3:30 PM

**Caltrain / SamTrans
1250 San Carlos Ave, 2nd Floor
San Carlos CA, 94070
Caltrain / SamTrans Auditorium**

This meeting will be recorded. Copies of recordings may be requested at the Metropolitan Transportation Commissioner (MTC) at nominal charge, or recordings may be listened to at MTC offices by appointment.

To access meeting location, all guests will sign in with the lobby guard and take the elevators to the second floor Auditorium. For meeting location questions, please contact Joan Catania at 650-508-6222.

1. Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular voting members (5).

2. Consent Calendar

2a. [17-2336](#) Minutes of February 27, 2017 Meeting

Action: Board Approval

Attachments: [2a CEB Minutes Feb 2017.pdf](#)

3. Approval

- 3a. [17-2337](#) Contract Actions - Clipper® In-Person Customer Services
- i. Contract - Customer Service Center at Embarcadero San Francisco Bay Area Rapid Transit (BART) Station Operations: Faneuil, Inc. (\$900,000)
 - ii. Contract Amendment - Customer Service Center at San Francisco Ferry Building Operations: Nematode Holdings, LLC (\$300,000)
 - iii. Funding Agreement Amendment - Customer Service Center at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)

Contract Actions for IPCSCs at Embarcadero Station, Ferry Building, and AC Transit.

Action: Board Approval

Presenter: David Weir

Attachments: [3a In Person Customer Service Center Contracts.pdf](#)

- 3b. [17-2356](#) Contract Actions - Customer Research, Education and Outreach for the Clipper® Program
- i. Contract Amendment - Customer Information Services: MIG, Inc. (\$550,000)
 - ii. Contract - Distribution and Communications Planning and Support Services: Synapse Strategies (\$260,000)
 - iii. Contract - Clipper® Customer Education/Outreach Services: Caribou Public Relations (\$200,000)

Contract Actions for Customer Research, Education, and Outreach for the Clipper® Program.

Action: Board Approval

Presenter: Kelley Jackson

Attachments: [3b Customer Communications Contracts.pdf](#)

4. Information

- 4a. [17-2338](#) Utah Transit Authority (UTA) Fare Payment Program

Update on UTA's experience with open payment and the FAREPAY smart card program.

Action: Information

Presenter: Clair Fiet, UTA

Attachments: [4a UTA EFC.pdf](#)

- 4b. [17-2373](#) Proposed Clipper® Contract Extension
- Update on the proposed contract extension with current Clipper® Contractor.
- Action:** Information
- Presenter:** Carol Kuester
- Attachments:** [4b Current Clipper Contract Extension.pdf](#)
- 4c. [17-2340](#) Next-Generation Clipper® (C2) Request for Proposal (RFP) for Industry Review
- Update on the C2 System Integrator RFP for Industry Review.
- Action:** Information
- Presenter:** Jason Weinstein
- Attachments:** [4c C2 RFP for Industry Review.pdf](#)
[4c Handout-Comment for March 20 Clipper executive board meeting.pdf](#)

5. Executive Director's Report – Kuester

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be April 17, 2017, 3:30 p.m. in the BART Board Room, 3rd Floor, 344 20th Street, Oakland, CA.

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 Titulo 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.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.