



Metropolitan Transportation Commission

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

Meeting Agenda

Operations Committee

Committee Members:

Dave Cortese, Chair Julie Pierce, Vice Chair

*Alicia Aguirre, Damon Connolly, Anne Halsted,
Sam Liccardo, Jim Spering*

Non-Voting Members: Tom Azumbrado, Dorene M. Giacomini

Friday, April 14, 2017

9:30 AM

Board Room - 1st Floor

This meeting is scheduled to be webcast live on the Metropolitan Transportation Commission's Website: <http://mtc.ca.gov/whats-happening/meetings> and will take place at 9:30 a.m.

1. Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular non-ex-officio voting members (4).

2. Pledge of Allegiance

3. Compensation Announcement - Committee Secretary

4. Consent Calendar

4a. [17-2385](#) Minutes of March 10, 2017 Meeting

Action: Committee Approval

Attachments: [4a_Minutes_Mar 2017.pdf](#)

4b. [17-2386](#) Contract Amendment - Call Box Maintenance Provider: CASE Systems, Inc. (\$1,200,000)

Action: Committee Approval

Presenter: Stephen Terrin

Attachments: [4b_CASE Systems Inc contract action.pdf](#)

- 4c.** [17-2387](#) Contract Actions - Clipper® Customer Communications and In-Person Customer Service
- i. Contract Amendment - In Person Customer Service Center Operations at San Francisco Ferry Building: Nematode Holdings, LLC (\$300,000)
 - ii. Funding Agreement Amendment - In Person Customer Service Center at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)
 - iii. Contract Amendment - Customer Information Services: MIG, Inc. (\$550,000)
 - iv. Contract - Distribution and Communications Planning and Support Services: Synapse Strategies (\$260,000)
 - v. Contract - Clipper® Customer Education/Outreach Services: Caribou Public Relations (\$200,000)

Action: Committee Approval

Presenter: Kelley Jackson

Attachments: [4c. Clipper Contract Actions. Customer Svc and Comms.pdf](#)

- 4d.** [17-2389](#) Contract - Freeway Service Patrol Towing Services: Palace Garage (\$2,100,800)

Contract consideration for approval- Beat 22 Freeway Service Patrol Towing Services: (Palace Garage) (\$2,100,800)

Action: Committee Approval

Presenter: Giovanni Di Fabio

Attachments: [4d Palace Garage FSP Beat 22 IFB.pdf](#)

5. Approval

- 5a.** [17-2388](#) Contract - Clipper® In-Person Customer Service Center at the Embarcadero BART / Muni Station: Faneuil, Inc. (\$900,000)
- Award of contract to Faneuil, Inc., to operate the Clipper® In-Person Customer Service Center in downtown San Francisco.

Action: Committee Approval

Presenter: David Weir

Attachments: [5a Clipper IPCSC Procurement rev.pdf](#)

6. Information**6a. [17-2422](#) Next-Generation Clipper® (C2) System Project Update**

Presentation on Clipper® today and the vision for the C2 project as well as the progress on the C2 project.

Action: Information

Presenter: Jason Weinstein

Attachments: [6a C2 System Project Update.pdf](#)

7. Public Comment / Other Business**8. Adjournment / Next Meeting**

The next meeting of the Operations Committee will be May 12, 2017, 9:30 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, 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.

MTC's Chair and Vice-Chair are ex-officio voting members of all standing Committees.