



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

Meeting Agenda

Clipper Executive Board

Members:

Rick Ramacier, Chair Robert Powers, Vice Chair

*Michael Hursh, Beth Kranda, Carter Mau, Therese W. McMillan,
Denis Mulligan, Evelyn Tran, and Jeffrey Tumlin*

Monday, April 19, 2021

1:30 PM

Board Room - 1st Floor (REMOTE)

In light of Governor Newsom's State of Emergency declaration regarding the COVID-19 outbreak and in accordance with Executive Order N-29-20 issued by Governor Newsom on March 17, 2020 and the Guidance for Gatherings issued by the California Department of Public Health, the meeting will be conducted via webcast, teleconference, and Zoom for committee, commission, or board members who will participate in the meeting from individual remote locations.

A Zoom panelist link for meeting participants will be sent separately to Board Members.

The meeting webcast will be available at <http://mtc.ca.gov/whats-happening/meetings>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number. Board Members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial *9. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/85401886823>

Join by Telephone Dial (for higher quality, dial a number based on your current location) US:
+1 408 638 0968 or +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 312 626 6799
or +1 646 876 9923 or +1 301 715 8592 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)

Webinar ID: 854 0188 6823

International numbers available: <https://bayareametro.zoom.us/j/85401886823>

Detailed instructions on participating via Zoom are available at:

<https://bayareametro.zoom.us/j/85401886823>

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

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

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. [21-0514](#) Minutes of the March 22, 2021 Meeting

Action: Board Approval

Attachments: [2a_CEB Minutes_Mar 22 2021.pdf](#)

3. Approval

- 3a. [21-0548](#) Clipper® Contract: Next-Generation Clipper® (C2) Customer Service Center: WSP USA Services, Inc. (WSP) (\$20,709,014)

Staff requests the Board's approval to recommend to MTC that MTC enter into a contract with WSP USA Services, Inc. (WSP) in the amount of \$20,709,014 as the customer service center vendor for the Next Generation Clipper® (C2) regional fare payment system. The initial term of the contract will be through June 30, 2027, with an option to extend the operations and maintenance work under the contract for up to three additional two-year periods.

Action: Board Approval

Presenter: Maureen Devlin

Attachments: [3a_Next Gen Clipper Customer Service Center Vendor Contract Recommendation](#)

- 3b. [21-0547](#) Clipper® Two Year Budget and Work Plan

The Clipper budget and work plan for Fiscal Years (FYs) 2021-22 and 2022-23 for the Executive Board's review and approval.

Action: Board Approval

Presenter: Edward Meng

Attachments: [3b_Clipper Two Year Budget and Work Plan.pdf](#)

- 3c.** [21-0545](#) Clipper® In-Person Customer Service Centers (IPCSCs) Contract Actions:
i. Contract Amendment - Faneuil, Inc. (\$435,000);
ii. Contract Amendment - Nematode Holdings, LLC (\$300,000); and
iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (\$250,000)

Request for approval of contract actions for Clipper in-person customer service centers: Faneuil, Inc. (\$435,000), Nematode Holdings, LLC (\$300,000) and Alameda-Contra Costa Transit District (\$250,000).

Action: Board Approval

Presenter: Kelley Jackson

Attachments: [3c IPCSC Amendments FY21-22.pdf](#)

- 3d.** [21-0546](#) Contract Amendment - Customer Research, Education and Outreach for the Clipper® Program: MIG, Inc. (MIG) (\$1,500,000)

Request for approval of a contract amendment for customer research, education and outreach for the Clipper program.

Action: Board Approval

Presenter: Lysa Hale

Attachments: [3d Contract Amendment MIG.pdf](#)

4. Information

- 4a.** [21-0515](#) Current Clipper® System Update

Update on the current Clipper system. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the March 2021 meeting.

Action: Information

Presenter: Jason Weinstein

Attachments: [4a C1 Program Update.pdf](#)

- 4b.** [21-0516](#) Next Generation Clipper® System Update

Update on key developments related to the implementation of the Next-Generation Clipper System Integrator project.

Action: Information

Presenter: Jason Weinstein

Attachments: [4b C2 Program Update.pdf](#)

5. Executive Director's Report – Kuester

6. Public Comment / Other Business

*Board Members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial *9.*

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, May 17, 2021 at 1:30 p.m. remotely and by webcast as appropriate.

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.