



## **Meeting Minutes - Draft**

### **Clipper Executive Board**

***Members:***

***Rick Ramacier, Chair      Robert Powers, Vice Chair***

***Carolyn M. Gonot, Michael Hursh, Beth Kranda, Carter Mau,  
Therese W. McMillan, Denis Mulligan, and Jeffrey Tumlin***

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**Monday, September 20, 2021**

**1:30 PM**

**Board Room – 1st Floor (REMOTE)**

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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. 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/84631334581>**

**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: 846 3133 4581**

**International numbers available: <https://bayareametro.zoom.us/u/kdZZsAdAw4>**

**Detailed instructions on participating via Zoom are available at:**

**<https://bayareametro.zoom.us/u/keF6DXG0Ji>**

**<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](mailto: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

**Present:** 8 - Board Member Mulligan, Board Member Hursh, Chair Ramacier, Board Member McMillan, Vice Chair Powers, Board Member Tumlin, Board Member Kranda, and Board Member Gonot

**Absent:** 1 - Board Member Mau

Michelle Bouchard acted as a delegate and voting member of the Board in place of Carter Mau. Actions noted below as “Mau” were taken by Bouchard.

## 2. Consent Calendar

**Upon the motion by Board Member Kranda and second by Board Member Mulligan, the Consent Calendar was unanimously approved. The motion carried by the following vote:**

**Aye:** 9 - Board Member Mulligan, Board Member Hursh, Chair Ramacier, Board Member McMillan, Vice Chair Powers, Board Member Tumlin, Board Member Kranda, Board Member Mau and Board Member Gonot

2a. [21-1124](#) Minutes of the August 16, 2021 Meeting

**Action:** Board Approval

**Attachments:** [2a CEB Minutes Aug 16 2021.pdf](#)

## 3. Approval

3a. [21-1134](#) Next-Generation Clipper® Updates to Clipper Operating Rules for the Regional Transit Connection (RTC) Program Administration and Card Fees

Transfer of administration of RTC program to MTC, and policy and management authority and oversight of the RTC program to Clipper Executive Board (CEB).

**Action:** Board Approval

**Presenter:** Lysa Hale and Maureen Devlin

**Attachments:** [3a Clipper Operating Rules RTC Edits September2021.pdf](#)

**Upon the motion by Board Member Hursh and second by Board Member Tumlin, the Next-Generation Clipper® Updates to Clipper Operating Rules for the Regional Transit Connection (RTC) Program Administration and Card Fees were unanimously approved. The motion carried by the following vote:**

**Aye:** 9 - Board Member Mulligan, Board Member Hursh, Chair Ramacier, Board Member McMillan, Vice Chair Powers, Board Member Tumlin, Board Member Kranda, Board Member Mau and Board Member Gonot

#### 4. Information

4a. [21-1125](#) Current Clipper® Operations and Performance Update

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

**Action:** Information

**Presenter:** Jason Weinstein

**Attachments:** [4a Clipper Operations and Performance Update.pdf](#)

4b. [21-1126](#) Clipper® Implementation Update

Update on key developments related to the implementation of the Current and Next-Generation Clipper system.

**Action:** Information

**Presenter:** Jason Weinstein and Edward Meng

**Attachments:** [4b Clipper Implementation Update.pdf](#)

#### 5. Executive Director's Report – Kuester

Adina Levin spoke on this item.

#### 6. Public Comment / Other Business

Adina Levin, Seamless Bay Area, was called to speak.

#### 7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, October 18, 2021, at 1:30 p.m. remotely and by webcast as appropriate depending on the status of any shelter in place orders. Any changes to the schedule will be duly noticed to the public.

## Clipper® Executive Board

October 18, 2021

Agenda Item 3a

### 2022 Clipper® Executive Board Calendar

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**Subject:**

Request Board approval of 2022 Clipper Executive Board Calendar.

**Background:**

Per the Clipper Executive Board Procedures Manual adopted by the Board in February 2016, the Board adopts a regular board meeting calendar annually. The proposed 2022 Clipper Executive Board Calendar is shown in Attachment A. Please note that the calendar does not contain information on the physical location of the Board meetings, as they will continue to be held by webcast indefinitely depending on the status of shelter in place orders and the suspension of the Brown Act.

Staff recommends that the Board continue to meet on the 3<sup>rd</sup> Monday of each calendar month from 1:30 to 3:00 pm, except when that day falls on a holiday (in January and February 2021). Currently, there are no listed conflicts with the American Public Transportation Association events posted as of October 16, 2021. There are no posted meeting dates for the Conference of Minority Transportation Officials, County Transportation Agency, or Women's Transportation Seminar accommodate at this time.

**Issues:**

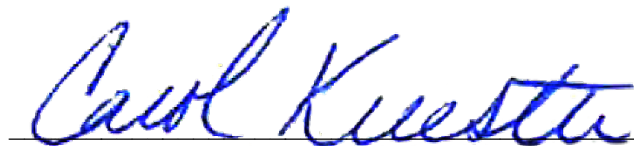
None identified.

**Recommendations:**

Staff recommends that the Board adopt the Proposed Clipper Executive Board 2022 Calendar as shown in Attachment A.

**Attachments:**

- Attachment A: Proposed 2022 Clipper® Executive Board Calendar



Carol Kuester



## Proposed 2022 Clipper Executive Board Calendar

**YELLOW** highlighted dates Clipper Executive Board Meetings, **BLUE** highlighted dates MTC Holidays

### JANUARY

| S  | M   | T  | W  | T  | F  | S  |
|----|-----|----|----|----|----|----|
|    |     |    |    |    |    | 1  |
| 2  | 3   | 4  | 5  | 6  | 7  | 8  |
| 9  | 10  | 11 | 12 | 13 | 14 | 15 |
| 16 | 17  | 18 | 19 | 20 | 21 | 22 |
| 23 | 24* | 25 | 26 | 27 | 28 | 29 |
| 30 | 31  |    |    |    |    |    |

### FEBRUARY

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| 20 | 21  | 22 | 23 | 24 | 25 | 26 |
| 27 | 28* |    |    |    |    |    |

### MARCH

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| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 |    |    |

### APRIL

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| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

### MAY

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| 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 |    |    |    |    |

### JUNE

| S  | M  | T  | W  | T  | F  | S  |
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| 26 | 27 | 28 | 29 | 30 |    |    |

### JULY

| S  | M  | T  | W  | T  | F  | S  |
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| 31 |    |    |    |    |    |    |

### AUGUST

| S  | M  | T  | W  | T  | F  | S  |
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| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 |    |    |    |

### SEPTEMBER

| S  | M  | T  | W  | T  | F  | S  |
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| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 |    |

### OCTOBER

| S  | M  | T  | W  | T  | F  | S  |
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| 9  | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 |    |    |    |    |    |

### NOVEMBER

| S  | M  | T  | W  | T  | F  | S  |
|----|----|----|----|----|----|----|
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| 6  | 7  | 8  | 9  | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 |    |    |    |

### DECEMBER

| S  | M  | T  | W  | T  | F  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  | 3  |
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| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

Regularly Scheduled: 3<sup>rd</sup> Monday, 1:30 pm – 3:00 pm

\* 4<sup>th</sup> Monday, 1:30 pm – 3:00 pm

## **Clipper® Executive Board**

**October 18, 2021**

**Agenda Item 3b**

### **Next Generation Clipper® (“C2”) System Integration Contract Change Order – Mobile Provider Fees: Cubic Transportation Systems, Inc. (Cubic) (\$15,000,000)**

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#### **Subject:**

Request for approval of a Change Order for the inclusion of mobile card provisioning and trip planner fees charged by Google and Apple as pass-through fees to the C2 System Integrator Contract (“Contract”).

#### **Background:**

When the Next Generation Clipper System Integrator contract was awarded, the Contract required delivery of a mobile app to support mobile fare payment, trip planning, and account management features. At the time of the award, the contract budget did not include the cost of fees related to using each provider’s mobile wallet and the mobile app trip planner as they were unknown. Staff informed both the Clipper Executive Board and the MTC Commission that we would return for their approval to incorporate these fees into the Contract.

Clipper staff, with support from Cubic and technical advisors, estimated the mobile fees based on the following assumptions:

- Percentage of each of the mobile providers’ share in the Bay Area market;
- Estimated linear physical to virtual adoption rates, currently at 6%, throughout the life of the Contract projected to 2033;
- Estimated number of future newly-issued mobile cards, based on historical data of physical Clipper cards issued, including recent increases in card issuance, primarily from BART riders; and
- Estimated number of trip planner “requests” based on current trip planner requests and projected to 2033.

Based on current data and projected estimates of mobile use, Clipper staff now estimate that mobile fees will total nearly \$15M over the life of the Contract, approximately 12 years from now to 2033. Over the next 12 years, we estimate these fees will ramp up as adoption increases, but are not projected to exceed \$100K per month to the region.

An estimate of mobile pass-through fees was included in the Clipper budget approved by the Clipper Executive Board in April 2021. The current \$15M estimate is greater than the projected budgeted estimate by approximately 25%. We have built in a contingency in this Change Order and are actively erring on the conservative side to ensure that we will not need to return to the Clipper Executive Board and the MTC Commission after this approval request.

Clipper staff plans to update the memorandum of understanding (MOU) to document an agreed-upon regional cost-sharing formula for all Account-Based fees, prior to deploying the Account-Based system. As directed by this Board in its approval last month of revisions to the MOU, staff plans to return to the Board in Spring 2022, following the development of a proposed formula by MTC and transit operator staffs, with a recommendation of an update to the MOU that includes the revised cost-sharing formula for Account-based fees. MTC proposes to pay 100% of these mobile fees throughout the life of the contract and will document this commitment in the upcoming MOU.

**Issues:**

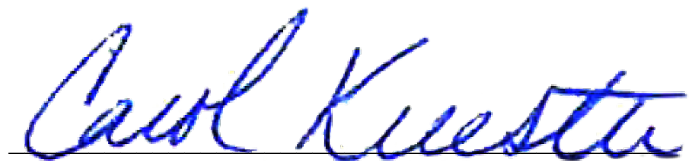
None identified.

**Recommendations:**

Staff recommends that the Board's approval of a Contract Change Order with Cubic in an amount not to exceed \$15,000,000 for the inclusion of fees described above.

**Attachments:**

- None



Carol Kuester

## Request for Board Approval

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### Summary of Proposed Contract Change Order

|                             |  |
|-----------------------------|--|
| Work Item No.:              | 322-1220   |
| Consultant:                 | Cubic Transportation Systems, Inc.<br>San Diego, CA  |
| Work Project Title:         | Mobile Provider Fees   |
| Purpose of Project:         | Inclusion of mobile provider fees assessed by mobile partners into the operational costs of the C2 System Integrator Contract.   |
| Brief Scope of Work:        | Include mobile provider fees charged by mobile providers for the initialization, utilization, and trip planner requests from the Clipper mobile application and use of virtual cards on Clipper's mobile platforms.            |
| Project Cost Not to Exceed: | \$15,000,000   |
| Funding Source:             | Clipper Card Fee Account, Transit Agencies, SGR, RM2 Operating, RM2 Marketing, STA Allocation, Clipper Interest Account, Clipper Inactive Cards Account  |
| Fiscal Impact:              | Funds are included in the FY 2021-22 Clipper budget for FY 2021-22 expenditures; future operating funding dependent on approval of annual Clipper and MTC agency operating budgets.  |
| Motion by Board:            | That a contract change order with Cubic Transportation Systems, Inc. for the purpose described herein and in the Executive Director's summary sheet dated October 18, 2021, is hereby approved by the Clipper Executive Board. |
| Clipper Executive Board:    | <hr/> Rick Ramacier, Chair   |
| Approved:                   | October 18, 2021   |



## **Clipper® Executive Board**

**October 18, 2021**

**Agenda Item 4a**

### **Current Clipper® Operations and Performance Update**

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#### **Subject:**

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

#### **Background:**

##### **Transaction and Sales**

In September 2021, Clipper processed 7.93 million transactions and settled \$11.6 million in revenue. Vacaville continued to offer fare-free travel due to COVID-19. In addition, several operators launched special promotions for the month of September to encourage riders to return to transit. During September, AC Transit offered Fare-Free Fridays, all four East Bay operators were entirely fare-free, and BART and Caltrain have discounted Clipper fares by 50%.

##### **Mobile App Performance and Usage**

Regarding Clipper mobile app and ridership with the use of mobile cards:

- Over 132,000 plastic cards have been transferred to mobile wallets, and over 140,000 new mobile cards have been created.
- Customers have now taken approximately 2.7 million trips using Clipper mobile cards. This represents over 8% of the total trips taken with Clipper since mid-April. This percentage is increasing as, in September alone, we reached almost 11% of Clipper trips taken with a mobile card.

#### **Issues:**

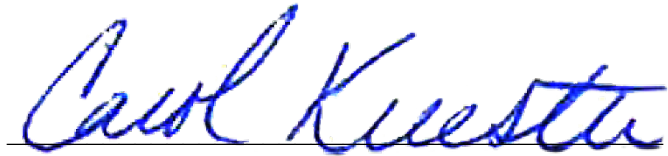
None identified.

**Recommendations:**

Information.

**Attachments:**

- None

A handwritten signature in blue ink, reading "Carol Kuester", written over a horizontal line.

Carol Kuester

## **Clipper® Executive Board**

**October 18, 2021**

**Agenda Item 4b**

### **Clipper® Implementation Update**

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**Subject:**

Update on key developments related to the implementation of the Current and Next Generation Clipper system.

**Background:**

**Current Implementation and Enhancement Projects**

MTC continues to coordinate with transit operators on Clipper equipment installation for several implementations, including:

- Caltrain ticket vending machines (TVM) Integration – Caltrain is working with VenTek to upgrade an additional 21 TVMs. Upgrades are planned to occur between December 2021 and January 2022. Clipper equipment continues to meet contractual performance requirements.

**Next Generation Implementation and Enhancement Projects**

Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering the Next Generation Clipper program; upcoming activities and deliverables for MTC, Cubic Transportation Services, and the transit operators; and noteworthy items that the project team is managing.

**Highlights Include:**

- approval of On-Site System Installation and Pilot Test plans;
- expected resubmission of Equipment Manuals and Training Materials;
- expected submission of Account-based Development and Testing documents;
- initial execution and witnessing for System Integration Testing;
- ongoing Final Design Review of the account-based system;
- ongoing technical and planning discussions and review with operators; and
- planned installation of new devices, scheduled to begin later this year.

MTC received an updated Project Schedule and Schedule Narrative from Cubic on September 9, 2021. This schedule still shows the same delays we described in previous months, namely delays caused by COVID-driven engineering resource shortages and supply chain issues with chips and plastics leading to a 4-month delay in equipment installation. The current schedule for installation will start towards the end of this year with fleetwide installation complete by Fall 2022.

Clipper staff will continue to work with Cubic to refine an approach to make meaningful schedule recovery. We have requested that Cubic document this in the testing and implementation plans to be submitted in Contract Submittal Packages 8 (System Development Plans) and 9 (Testing Plans).

Attachment A to this memo is the current C2 Program Project Schedule Summary.

**Issues:**

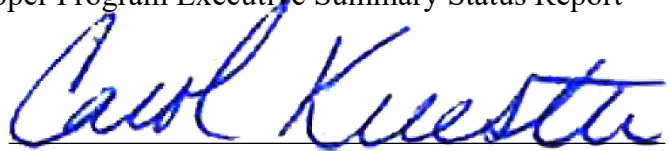
None identified.

**Recommendations:**

Information.

**Attachments:**

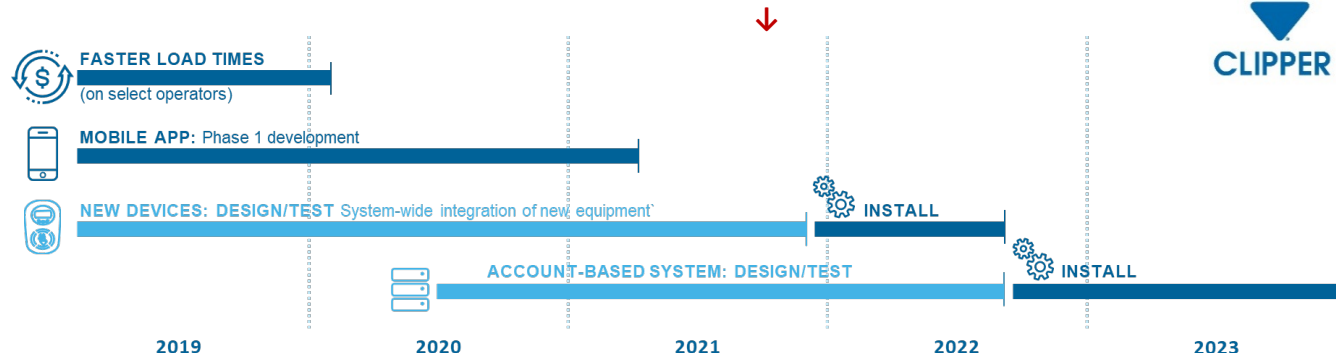
- Attachment A: Next Generation Clipper Program Executive Summary Status Report



Carol Kuester



# Next-Generation Clipper Program Executive Summary Status Report – Oct 18, 2021



## Summary

- Mobile App System Integration Testing (SIT) and Pilot Test results approved.
- New Devices SIT underway; On-Site System Installation (OSIT) and Pilot Test plans approved. Initial Pilot installations starting soon.
- Final Design Review (FDR) and review of Account-Based Development & Testing Plans ongoing.
- Technical and planning discussions continue with operators on various topics, including CAD/AVL integration, paratransit integration, BART and Muni equipment, and new device installation.

## Recently Completed Activities

|  | MTC/IBI | Cubic | Operators | Date           |
|--|---------|-------|-----------|----------------|
| • New Devices:                               |         |       |           |                |
| o SIT execution/witnessing (Retail devices)  | ●       | ●     | ●         | Sep 21, 24, 29 |
| o OSIT/Pilot Test plans approval             | ●       |       | ●         | Oct            |
| o Manuals/Training Materials resubmitted     |         | ●     |           | Oct            |
| o Manuals/Training Materials approved        | ●       |       | ●         | Oct            |
| • Account-Based System Final Design Review:  |         |       |           |                |
| o FDR Part 2 review session with MTC/IBI     | ●       |       | ●         | Sep 22         |
| o FDR Part 1 comments from MTC/operators     | ●       |       | ●         | Sep 24         |
| o FDR Part 2 review sessions with Cubic      | ●       | ●     | ●         | Sep 29, 30     |
| o FDR Part 1 comment review sessions         | ●       | ●     | ●         | Oct 11–15      |
| • Account-Based Development & Testing Plans: |         |       |           |                |
| o Initial submittal by Cubic (Package 8)     |         | ●     |           | Sep 29         |

## Upcoming Activities/Deliverables

|  | MTC/IBI | Cubic | Operators | Date    |
|--|---------|-------|-----------|---------|
| • New Devices:                               |         |       |           |         |
| o SIT execution/witnessing (cont'd.)         | ●       | ●     | ●         | Oct–Jan |
| o Installation at Pilot Test locations       | ●       | ●     | ●         | Oct–Feb |
| o Pilot Testing                              | ●       | ●     | ●         | Nov–Feb |
| • Account-Based System Final Design Review:  |         |       |           |         |
| o FDR Part 1 resubmittal by Cubic            |         | ●     |           | Oct     |
| o FDR Part 2 comments from MTC/operators     | ●       |       | ●         | Oct     |
| o FDR Part 2 comment review sessions         | ●       | ●     | ●         | Nov     |
| o FDR Part 2 resubmittal by Cubic            |         | ●     |           | Nov     |
| • Account-Based Development & Testing Plans: |         |       |           |         |
| o Comments from MTC/operators                | ●       |       | ●         | Oct/Nov |
| • Clipper Executive Board Meeting            | ●       |       | ●         | Nov 15  |

**Clipper Executive Board**  
**October 18, 2021**

**Handout**  
**Agenda Item 6**

**From:** [MTC-ABAG Info](#)  
**To:** [Martha Silver](#); [William Bacon](#)  
**Subject:** Fwd: Public Comment for the Clipper Executive Board  
**Date:** Sunday, October 17, 2021 6:08:32 PM

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**From:** Joe [REDACTED]  
**Sent:** Sunday, October 17, 2021 2:36:23 AM  
**To:** MTC-ABAG Info <info@bayareametro.gov>  
**Subject:** Public Comment for the Clipper Executive Board

\*External Email\*

17 October 2021

Dear Clipper Executive Board & Esteemed CCs;

I want to address all of you Bay Area Transit GMs at once, *separately* from the key Fare Integration Task Force Meeting tomorrow as this topic is both patriotically serious and sadly deeply polarizing. This is regarding Covid19 vaccine rates and mandates - and the low performance of one AC Transit with 47% vaccination rate & no mandate as someone who flew in and rode AC Transit blissfully unaware of the increased risk.

I cannot believe after having spent the last few days riding AC Transit + BART + Bay Area Ferry + Golden Gate Transit... that I had the heightened risk even fully vaxxed and masked of getting Covid19 with less than 50% AC Transit employee vaccination. You as a body need to have a universal mandate. Please.

Before I get rough with the troublemakers among you... For those of you who have mandated vaccines for operators like Executive Directors Tumlin & Powers; you have linked arms with Sound Transit, Community Transit, King County Metro, the MTA and others who will rise up to defend the United States of America. Who have said enough *is* enough. Who have said we will *not* accept fascistic "crisis standards of care" in our hospitals without a fight to the finish that we will contribute to, no matter the interim

cost. We will stand up and fight for a better, more inclusive future, and I thank you.

That said, to those who don't want to mandate vaccines let me quote former Governor Arnold Schwarzenegger: "If they don't have the guts to come up here in front of you and say, 'I don't want to represent you, I want to represent those special interests, the unions... ' if they don't have the guts, I call them *girlie men*." Damn right *de facto* Girlie Men are endangering all of us, *us* being those who believe in public transportation. I listened to the AC Transit Board Meeting where some wanted to buy time for Covid19 to represent the unions over the riders and a General Manager sat mute like a true girlie man instead of demanding an end to the darkness with the light of vaccines. Oh and darkness? Try AC Transit has had at least 62 cases since July and 5 hospitalizations. Riders want and need vaccine mandates out of your transits, period. Riders want executive directors who will go **bold** to take the fight to the enemy, not *girlie men* who are pro-Covid19 like Brad Little and Ron DeSantis who aid in spreading Covid19.

I suggest every transit a part of the Clipper Club should face an ultimatum: You can either mandate vaccines to have all operators be fully vaccinated by 1 January 2022 or your system is suspended from Clipper for fare collection with other consequences to follow such as losing Salesforce Transit Center parking spots, loss of cross-promotional opportunities, and finally active targeting of your state & federal grants complete with social media calls to action to contact those who decide what grants get dispensed where that AC Transit and VTA are *at best not doing their fair share of the burden of defeating Covid19* until you comply with issuing a vaccine mandate. This is not a game, this is not a training exercise.. this is life and death. Period.

It's also not *equity* to ask Executive Directors Tumlin and Powers to have their agencies & riders carry all the damn water - and then have the unvaccinated employees think they can slink away to 47% vaccinated AC Transit and 70% vaccinated VTA - for starters - to keep putting the rest of us at higher risk of infection and quite possibly disability & death. Some of us transit

advocates are going to get BART's *and* MUNI's backs - because it's the right thing to do to defend this country. Also ridership and the resulting Clipper revenue will not fully return until Covid19 is defeated. There you go.

One last thing... no health care worker at the least those who helped fight Covid19 - should ever again have to pay transit fare for any trip for any reason. Ever. Again.

Very thoughtfully;

Joe [REDACTED]  
[REDACTED]

P.S. You can just tell this kinda stuff keeps me up at night. If we don't defeat Covid19... car culture wins. Climate change wins. Donnie Trump and his proCovid forces win. Bodies of my fellow Americans will be stacked again. We don't want any of that, do we? We're AMERICANS.