



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

Meeting Agenda

Regional Network Management Committee

David Rabbitt, Chair

Sue Noack, Vice Chair

Friday, April 12, 2024

12:00 PM

Board Room - 1st Floor

The Regional Network Management Committee is scheduled to meet at 12:00 p.m. or immediately following the 9:45 a.m. Joint MTC ABAG Legislation Committee meeting, whichever occurs later.

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/87305897633>

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<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.

Roster

Eddie Ahn, David Canepa, Carol Dutra-Vernaci, Chad Edison (CalSTA)*, Dorene M. Giacomini*,
Janice Li (BART)*, Matt Mahan, Stephanie Moulton-Peters, Sue Noack (Vice Chair),
David Rabbitt, (Chair), Diane Shaw (AC Transit)*, and James P. Spering

*Non-Voting Member

1. Call to Order / Roll Call / Confirm Quorum

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

2. Regional Network Management Customer Advisory Group Report

- 2a. [24-0330](#) Report from the Regional Network Management Customer Advisory Group

Action: Information

Presenter: Adina Levin, Chair Regional Network Management Customer Advisory
Group

3. Consent Calendar

- 3a. [24-0331](#) Approval of Regional Network Management Committee Minutes of the
March 8, 2024 Meeting

Action: Committee Approval

Attachments: [3a 24-0331 2024-03-08_RNM_Committee_Draft_Meeting_Minutes.pdf](#)

- 3b. [24-0360](#) Amendment to Cooperative Agreement - Regional Tolling Infrastructure
Maintenance Services - Bay Area Toll Authority

Action: Committee Approval

Presenter: James Go

Attachments: [3b 24-0360 Amendment to Cooperative Agreement with BATA for Region:](#)

- 3c. [24-0385](#) Purchase Order Amendment - Salesforce Licenses: Carahsoft Technology
Corp (Carahsoft) (\$624,000)

Action: Committee Approval

Presenter: Brooke Terrin

Attachments: [3c 24-0385 Purchase Order Amendment Carahsoft Salesforce Licenses.pdf](#)

- 3d. [24-0383](#) Customer Account Management Platform Contract Actions:
- i. Purchase Order: Technical Salesforce Integration and Administration Services: Slalom, LLC (\$1,865,000)
 - ii. Purchase Order Amendment: Technical Salesforce Integration and Administration Services: Slalom, LLC (Federalized) (\$500,000)
- Action: Committee Approval
- Presenter: Andrew Tate
- Attachments: [3d 24-0383 Customer Account Management Platform Contract Actions.pdf](#)

4. Approval

- 4a. [24-0358](#) Transit Fare Integration Initiatives Update and a Partnership Agreement Amendment - Clipper BayPass Pilot Program: University of California, San Francisco (UCSF) (\$6,347,250)
- Update on ongoing transit fare integration initiatives including Clipper BayPass as well as the forthcoming no-cost/reduced-cost inter-agency transfer pilot launching with the Next Generation Clipper system as well as authorization to amend a Partnership Agreement with UCSF as part of the Clipper BayPass Pilot Program to expand the participating population at UCSF at an additional cost to UCSF of \$1,517,250 for a total contract amount of \$6,347,250.
- Action: Committee Approval
- Presenter: William Bacon, MTC and Michael Eiseman, BART
- Attachments: [4ai 24 0358 Summary Sheet UCSF BayPass Amendment.pdf](#)
[4aii 24-0358 PowerPoint Fare Integration UCSF BayPass Amendment.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, May 10, 2024 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 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.



Meeting Minutes - Draft

Regional Network Management Committee

David Rabbitt, Chair

Sue Noack, Vice Chair

Friday, March 8, 2024

11:00 AM

Board Room - 1st Floor

Roster

Eddie Ahn, David Canepa, Carol Dutra-Vernaci, Chad Edison (CalSTA)*, Dorene M. Giacomini*,
Janice Li (BART)*, Matt Mahan, Stephanie Moulton-Peters, Sue Noack (Vice Chair),
David Rabbitt, (Chair), Diane Shaw (AC Transit)*, and James P. Spering

**Non-Voting Member*

1. Call to Order / Roll Call / Confirm Quorum

Present: 6 - Chair Rabbitt, Vice Chair Noack, Commissioner Ahn, Commissioner Canepa,
Commissioner Dutra-Vernaci, and Commissioner Spering

Absent: 2 - Commissioner Mahan, and Commissioner Moulton-Peters

Ad Hoc Non-Voting Member Present: Commissioner Papan.

2. Regional Network Management Customer Advisory Group Report

2a. [24-0191](#) Report from the Regional Network Management Customer Advisory Group

Action: Information

Presenter: Adina Levin, Chair Regional Network Management Customer Advisory
Group

Attachments: [2a 24-0191 Feb 2024 Report from RNM Customer Advisory Group
_Revised.pdf](#)

3. Consent Calendar

Upon the motion by Commissioner Spering and second by Commissioner Dutra-Vernaci, the Consent Calendar was unanimously approved. The motion carried by the following vote:

Aye: 6 - Chair Rabbitt, Vice Chair Noack, Commissioner Ahn, Commissioner Canepa, Commissioner Dutra-Vernaci and Commissioner Spering

Absent: 2 - Commissioner Mahan and Commissioner Moulton-Peters

- 3a.** [24-0190](#) Approval of Regional Network Management Committee Minutes of the February 9, 2024 Meeting

Action: Committee Approval

Attachments: [3a 24-0190 2024-02-09 RNM Committee Draft Meeting Minutes.pdf](#)

- 3b.** [24-0222](#) Contract Amendment - Traffic Incident Management Dashboard: mySidewalk, Inc. (\$350,000)

Action: Katelyn Costa

Presenter: Committee Approval

Attachments: [3b 24-0222 Summary Sheet Contract Amen-Traffic Incident Management Dashboard mySidewalk Inc 350000.pdf](#)

- 3c.** [24-0229](#) MTC Resolution No. 4634 - Adopt the Mitigated Negative Declaration for the Napa Valley Forward: State Route 29 (SR-29) Intersection Improvement at Rutherford Road and Oakville Cross Road

Action: MTC Commission Approval

Presenter: Pamela Kwan

Attachments: [3ci Summary Sheet MTC Res No 4634.pdf](#)
[3cii 24-0229 TEMP-RES-4634 ATTACHMENT A TEMP-MTC-RES-4634.pdf](#)
[3ciii Attachment B IS-MND-SR-29 Intersections Public Review Nov 2023.pdf](#)
[3civ Attachment C Response to Comments-IS MND.pdf](#)

- 3d. [24-0230](#) Cooperative Agreement for the Napa Valley Forward: State Route 29 (SR-29) Intersection Improvement at Rutherford Road and Oakville Cross Road - Caltrans and Napa Valley Transportation Authority (\$1,150,000)

Action: Committee Approval

Presenter: Pamela Kwan

Attachments: [3d 24-0230 Summary Sheet Cooperative Agreement Napa Valley Forward Caltrans.pdf](#)

- 3e. [24-0289](#) Fiscal Year (FY) 2023-24 Service Authority for Freeways and Expressways (SAFE) Statement of Revenues and Expenses for the Period Ended December 31, 2023 (Unaudited)

Action: Information

Presenter: Grace Martinez

Attachments: [3ei 24-0289 Summary Sheet SAFE December Financials.pdf](#)
[3eii 24-0289 Attachment SAFE MFR Dec 2023.pdf](#)

4. Public Comment / Other Business

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, April 12, 2024 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.

Metropolitan Transportation Commission
Regional Network Management Committee

April 12, 2024

Agenda Item 3b

**Amendment to Cooperative Agreement – Regional Tolling Infrastructure Maintenance
Services – Bay Area Toll Authority**

Subject:

Recommendation to approve an amendment to the cooperative agreement with the Bay Area Toll Authority (BATA) to allow BATA to directly charge their Contractor's invoices to the appropriate MTC or MTC Service Authority for Freeways and Expressways (MTC SAFE) budgets for maintenance work on MTC assets.

Background:

On June 14, 2023, this committee authorized a 3-year contract with Yunex LLC to provide comprehensive maintenance services for toll equipment that supports the seven state-owned toll bridge facilities. The contract also allows for the ability to maintain transportation-related field equipment owned and/or operated by MTC and MTC SAFE on an as-needed basis via negotiated and executed contract Task Orders with Yunex LLC. Some examples of field equipment include MTC SAFE call boxes on the State-owned toll bridges and MTC 511 traffic monitoring equipment mounted on signs over or adjacent to the regional transportation network.

On June 9, 2023, the former MTC Operations Committee authorized MTC to enter into a cooperative agreement with BATA to delegate authority to BATA for managing and administering the contract. Any future contract amendments will be brought only to the BATA Oversight Committee for action; however, MTC and MTC SAFE budget and budget amendments to perform the potential work described above will still be brought to the MTC Regional Network Management Committee for action. Therefore, the Cooperative Agreement with BATA is required to document BATA, MTC, and MTC SAFE roles and expectations for this contract and reimbursement for maintenance, other work, and related expenses pertaining to their respective assets.

Cooperative Agreement Amendment:

The amendment proposes to modify the language regarding budget and funds, to also allow BATA to directly charge the Contractor's invoices to the appropriate MTC or MTC SAFE budgets for maintenance work on MTC assets. This will help reduce the administrative burden on the agency's budget/finance and project management staff.

Issues:

None.

Recommendations:

Staff recommends authorization for the Executive Director or designee to enter into an amendment to the cooperative agreement with BATA to allow BATA to directly charge the Contractor's invoices to the appropriate MTC or MTC SAFE budgets for maintenance work on MTC assets.

Attachments:

- Request for Authority Approval



Andrew B. Fremier

Request for Authority Approval

Summary of Proposed Cooperative Agreement

| | |
|--|---|
| Work Item No.: | 6031 |
| Agency: | Bay Area Toll Authority (BATA) San Francisco, CA |
| Work Project Title: | Regional Tolling Infrastructure Maintenance Services |
| Purpose of Project: | Cooperative Agreement with BATA to document BATA, MTC, and MTC SAFE's roles and expectations for the Regional Tolling Infrastructure Maintenance Services contract. |
| Brief Scope of Work: | BATA's Contractor may provide as-needed (via executed contract Task Orders) comprehensive management and maintenance services of transportation field equipment operated and/or maintained by MTC and MTC SAFE as approved by MTC and/or MTC SAFE. |
| Project Cost Not to Exceed: | Costs to be included in MTC and MTC SAFE annual budget |
| Funding Source: | MTC and MTC SAFE |
| Fiscal Impact: | No impact. |
| Motion by Committee: | That the Executive Director or designee is authorized to enter into an amendment to the cooperative agreement with BATA, on behalf of MTC and MTC SAFE, to allow BATA to directly charge their Contractor's invoices to the appropriate MTC or MTC SAFE budgets for maintenance work on MTC assets. |
| Regional Network Management Committee: | |
| | <hr/> David Rabbit, Chair |
| Approved: | April 12, 2024 |

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**Metropolitan Transportation Commission
Regional Network Management Committee**

April 12, 2024

Agenda Item 3c

**Purchase Order Amendment - Salesforce Licenses: Carahsoft Technology Corp
(Carahsoft) (\$624,000)**

Subject:

Purchase Order (PO) Amendment - Salesforce Licenses: Carahsoft Technology Corp (Carahsoft) (\$624,000).

Background:

The MTC Salesforce platform currently provides FasTrak® case escalation management, MTC/ABAG Contacts Center, MTC Help Desk system, Regional Transit Connection (RTC) discount card intake and verification system, and application and customer service systems for: Clipper START, Richmond San Rafael e-Bike Rebate, Express Lanes START, and Bay Area Toll Payment Plan.

Contract Actions:

Under this PO amendment, Carahsoft would provide the annual renewal of Salesforce licenses for Fiscal Year 2024-25 for use in developing and operating the regional and internal customer account management programs in Salesforce. Carahsoft's services were procured using California Multiple Award Schedule (CMAS). Carahsoft is an authorized vendor under CMAS and is Salesforce's Master Value Added Reseller and Aggregator in the US public sector. Carahsoft is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

Issues:

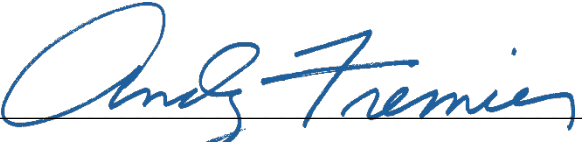
None identified.

Recommendations:

Staff recommends that the Regional Network Management Committee authorize the Executive Director or designee to issue a PO amendment to Carahsoft Technology Corp. in an amount not to exceed \$624,000 to continue to provide Salesforce licenses.

Attachments:

- Request for Committee Approval – Summary of Proposed Purchase Order



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Purchase Order Amendment

| | |
|-----------------------------|--|
| Work Item No.: | 1998, 1131, 1251, 6854, 2783 |
| Consultant: | Carahsoft Technology Corp. Seattle, WA |
| Work Project Title: | Salesforce Licenses |
| Purpose of Project: | To provide Salesforce licenses. |
| Brief Scope of Work: | Provide Salesforce licenses to operate and enhance the Salesforce platform for regional and internal customer account management program needs. |
| Project Cost Not to Exceed: | \$624,000 |
| Funding Source: | General Funds, BATA, BAIFA, CLTO, LCTOP |
| Fiscal Impact: | <p>\$624,000 is subject to approval in the FY 2024-25 MTC budget, as follows:</p> <ul style="list-style-type: none">• Agency CRM: \$375,000 – General Funds• Bay Area Toll Payment Plan - \$45,000 – BATA• FasTrak Case Management: \$17,000 – BATA• RSR Bridge E-Bike Rebate: \$15,000 – BATA• Express Lanes START: \$50,000 (\$12,500 budget is approved and \$37,500 is subject to approval of the FY 2024-25 BAIFA budget and extension of the Express Lanes START pilot) – BAIFA• RTC: \$72,000 – CLTO• Clipper START: \$50,000 – LCTOP |

Motion by Committee: That the Executive Director or designee is authorized to issue a purchase order amendment to Carahsoft Technology Corp. for Salesforce licenses described above and in the Regional Network Management Committee Summary Sheet dated April 12, 2024, and that the Chief Financial Officer is authorized to set aside \$624,000 for such purchase order amendment, subject to the budgetary approvals referenced above.

Regional Network Management
Committee:

David Rabbitt, Chair

Approved: April 12, 2024

**Metropolitan Transportation Commission
Regional Network Management Committee**

April 12, 2024

Agenda Item 3d

Customer Account Management Platform Contract Actions:

- i. Purchase Order: Technical Salesforce Integration and Administration Services: Slalom, LLC (\$1,865,000)**
 - ii. Purchase Order Amendment: Technical Salesforce Integration and Administration Services: Slalom, LLC (Federalized) (\$500,000)**
-

Subject:

A request for Committee approval for i.) a Purchase Order (PO) with Slalom, LLC (Slalom) in the amount of \$1,865,000 for Technical Salesforce Integration and Administration Services; ii.) and a PO Amendment with Slalom in the amount of \$500,000 for Technical Salesforce Integration and Administration Services (Federalized).

Background:

The MTC Salesforce platform currently provides FasTrak® case escalation management, MTC/ABAG Contacts Center, Regional Transit Connection (RTC) discount card intake and verification system, MTC Help Desk system, and application and customer service systems for Clipper START, Express Lanes START, Richmond San Rafael Bridge e-Bike Rebate Pilot, and the Bay Area Toll Payment Plan Program. Slalom has provided development and support for MTC's previous POs related to the Salesforce platform.

Contract Actions:

Staff recommends that the Regional Network Management Committee authorize the Executive Director or his designated representative to issue the following PO (i) and PO amendment (ii):

- i. Technical Salesforce Integration and Administration Services: Slalom, LLC (\$1,865,000)**

Under the proposed PO, and based on their proven experience under prior agreements, Slalom would continue to operate and maintain and further extend the Salesforce platform to support both regional mobility means-based initiatives and internal MTC business operations. The following projects are expected to be completed in fiscal year 2024-25 for the indicated anticipated costs:

- A. Enhancement of the MTC Help Desk system (\$150,000)
- B. Operations and maintenance of Salesforce platform and existing programs (\$1,365,000)
- C. Continued development of a unified benefits online portal (\$250,000)
- D. Support for Clipper 2.0 integrations for Clipper START and RTC (\$100,000)

ii. Technical Salesforce Integration and Administration Services: Slalom, LLC (Federalized) (\$500,000)

Under this PO amendment, Slalom would continue to provide design and development of a Regional Transit Connection (RTC) Self-Service online portal.

Slalom's services are procured using the California Multiple Award Schedule (CMAS), a collaborative intergovernmental procurement vehicle, which satisfies MTC's competitive procurement requirements. Slalom is an authorized vendor under CMAS. Slalom is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

Issues:

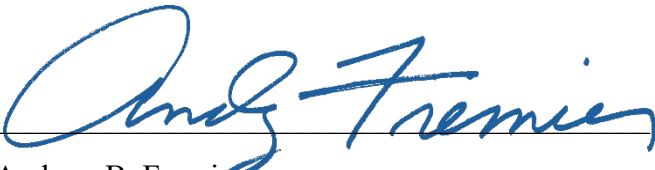
None identified.

Recommendations:

Staff recommends that the Regional Network Management Committee authorize the Executive Director or designee to issue: i) a PO to Slalom, LLC in an amount not to exceed \$1,865,000 to provide technical Salesforce integration and administration services as described herein, and ii) a PO amendment to Slalom in an amount not to exceed \$500,000 to provide technical Salesforce integration and administration services for RTC self-service as described herein.

Attachments:

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



Andrew B. Fremier

Attachment A: Request for Committee Approval

Summary of Proposed Purchase Order

| | |
|-----------------------------|--|
| Work Item No.: | 1161, 1251, 1311, 2783, 2784, 6854 |
| Consultant: | Slalom, LLC Seattle, WA |
| Work Project Title: | Technical Salesforce Integration and Administration Services |
| Purpose of Project: | To provide technical integration and administration services for Salesforce platform development. |
| Brief Scope of Work: | Provide technical integration and professional services to design, develop, enhance, and maintain the Salesforce platform for regional and internal customer account management program needs. |
| Project Cost Not to Exceed: | \$1,865,000 |
| Funding Source: | General Funds, BATA, BAIFA, LCTOP, CLTO, STA |
| Fiscal Impact: | <p>\$1,865,000 is subject to approval in the FY 2024-25 MTC budget, as follows:</p> <ul style="list-style-type: none">• Agency CRM O&M: \$625,000 – General Funds• Bay Area Toll Payment Plan O&M: \$200,000 – BATA• FasTrak Case Management O&M: \$25,000 – BATA• Clipper START O&M: \$200,000 – LCTOP• RTC O&M: \$100,000 - CLTO• RSR Bridge e-Bike Rebate O&M: \$50,000 – BATA• Express Lanes START O&M: \$165,000 (\$40,000 budget approved and \$125,000 subject to approval of the FY24/25 BAIFA budget and extension of the Express Lanes START pilot) - BAIFA• Unified Benefits Portal Expansion: \$250,000 – General Funds• MTC Help Desk Expansion: \$150,000 – General Funds• Clipper 2.0 Launch Support for Clipper START: \$50,000 – LCTOP |

- Clipper 2.0 Launch Support for RTC: \$50,000 - STA

Motion by Committee:

That the Executive Director or designee is authorized to issue a purchase order to Slalom, LLC for technical Salesforce integration and administration services described above and in the Regional Network Management Committee Summary Sheet dated April 12, 2024, and that the Chief Financial Officer is authorized to set aside \$1,865,000 for such purchase order, subject to necessary budgetary approvals.

Regional Network Management
Committee:

David Rabbitt, Chair

Approved:

April 12, 2024

Attachment B: Request for Committee Approval

Summary of Proposed Purchase Order Amendment

| | |
|--|---|
| Work Item No.: | 2784 |
| Consultant: | Slalom, LLC Seattle, WA |
| Work Project Title: | Technical Salesforce Integration and Administration Services (Federalized) |
| Purpose of Project: | To provide technical integration and administration services for Salesforce platform development for Regional Transit Connection (RTC) Self-Service online portal. |
| Brief Scope of Work: | Provide technical integration and professional services to design and develop the RTC Self-Service online portal. |
| Project Cost Not to Exceed: | \$500,000 |
| Funding Source: | Federal Quick Strike Funds - STBG |
| Fiscal Impact: | \$500,000 is subject to approval in the FY 2024-25 MTC budget for the RTC Self-Service portal. |
| Motion by Committee: | That the Executive Director or designee is authorized to issue a purchase order amendment to Slalom, LLC for technical Salesforce integration and administration services described above and in the Regional Network Management Committee Summary Sheet dated April 12, 2024, and that the Chief Financial Officer is authorized to set aside \$500,000 for such purchase order amendment, subject to necessary budgetary approvals. |
| Regional Network Management Committee: | <hr/> David Rabbitt, Chair |
| Approved: | April 12, 2024 |

Metropolitan Transportation Commission
Regional Network Management Committee

April 12, 2024

Agenda Item 4a

**Transit Fare Integration Initiatives Update and a Partnership Agreement Amendment –
Clipper BayPass Pilot Program: University of California, San Francisco (UCSF)
(\$6,347,250)**

Subject:

Update on ongoing transit fare integration initiatives including Clipper BayPass as well as the forthcoming no-cost/reduced-cost inter-agency transfer pilot launching with the Next Generation Clipper system as well as authorization to amend a Partnership Agreement with UCSF as part of the Clipper BayPass Pilot Program to expand the participating population at UCSF at an additional cost to UCSF of \$1,517,250 for a total contract amount of \$6,347,250.

Background:

In November 2021, the Fare Integration Task Force adopted the Fare Policy Vision Statement, directing staff to pilot a regional institutional pass product. In August 2022, the first phase of the Clipper® BayPass pilot was launched to pilot an unlimited-use product at four higher education institutions – the University of California, Berkeley (UC Berkeley), San Francisco State University (SFSU), San Jose State University (SJSU), and Santa Rosa Junior College (SRJC) – and at 12 MidPen affordable housing properties. Preliminary program evaluation analyses indicate that individuals with Clipper BayPass take about 40% more transit trips than their peers with access to just a single-agency pass.

A 2nd phase of the pilot began in January 2024 and will go through June 30, 2026, in which Clipper® BayPass will be made available for sale to up to 10 employers and up to 20,000 individuals across the 10 institutions. This phase will continue to assess the impact of a regional unlimited pass on transit ridership and customer experience, as well as the financial and operational feasibility of such a program. UCSF is one of the first partner institutions in Phase 2 and entered into an agreement with MTC for \$4,830,000. UCSF has expressed a desire to expand the participating population to include its on-campus student body. This action seeks authorization to amend the Partnership Agreement with UCSF to increase the contract amount by \$1,517,250 to \$6,347,250.

Contract Actions:

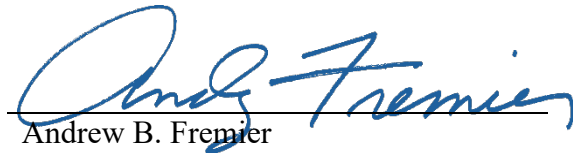
Under the proposed partnership agreement, UCSF will be purchasing the Clipper® BayPass from MTC for a subset of its employees and its on-campus student body. MTC will provide UCSF with access to the Clipper® Institutional Pass Portal, which will allow UCSF to add the Clipper® BayPass onto Clipper cards for eligible employees. These employees will be able to access unlimited use of the region's transit services on Clipper®.

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 an amount not to exceed \$6,347,250.

Attachments:

- Request for Committee Approval - Summary of Partnership Agreement
- PowerPoint



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Partnership Agreement Amendment

| | |
|---|---|
| Work Item No.: | 1517 |
| 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 in the region |
| Brief Scope of Work: | MTC will provide UCSF with the ability to activate Clipper BayPass passes on employee/student Clipper Cards, which will enable unlimited travel on the region’s transit services on the Clipper system. |
| Project Cost Not to Exceed: | \$6,347,250 |
| Funding Source: | N/A |
| Fiscal Impact: | An additional \$1,517,250 will be collected from UCSF under this contract amendment for a total contract amount of \$6,347,250. 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 up to \$1,000,000. |
| Motion by Committee: | That the Executive Director or designee is authorized to negotiate and enter into an amendment to the Partnership Agreement to reflect an amount not to exceed \$6,347,250 with UCSF for the term of January 1, 2024 through December 31, 2024, as part of the Clipper BayPass pilot program described above and in the Regional Network Management Committee Summary Sheet dated April 12, 2024. |
| Regional Network Management Committee: | <hr/> David Rabbitt, Chair |
| Approved: | April 12, 2024 |

Update on Transit Fare Integration Initiatives

**Regional Network Management Committee
April 12, 2024**





Clipper BayPass

Unlimited regional transit pass for rides on all bus, rail and ferry services in the Bay Area - anytime, anywhere



Phase 1:

Pilot with University Students and
Affordable Housing Residents

Launched Summer 2022

Phase 2:

Pilot with Employers, Transportation
Management Associations and Property
Managers

Launched January 2024

Clipper BayPass Pilot Phase 1



Pilot with University Students & Affordable Housing Residents

Approx. 50,000 people across the Bay Area eligible for Clipper BayPass Phase 1 Pilot

- Two-year (Summer 2022 to Summer 2024) Phase 1 Pilot originally scheduled to end this summer is now expected to be **extended for one additional year**, subject to operator approval and MTC allocation of \$2 million in additional STA Population-Based funds
- Project team working with each institution to support moving to a self-funded, long-term Clipper BayPass Program at each institution
- SFSU is likely to launch Clipper BayPass for its entire student population this fall, funded with existing student fee revenues



Phase 1 preliminary metrics from randomized control trial:

- 40% increase in transit trips
- 74% increase in transfers

Clipper BayPass Phase 2 – Employer Pass



Selling a new unlimited regional transit fare product to up to 10 employers with up to 20,000 total employee participants

- Launched January 2024 with 3 employers (nearly 8,000 employees, or 40% of cap). Already delivering:
 - New riders
 - Improved customer experience
 - Stable revenue
- Currently limited to a total of up to 10 institutions and up to a total of 20,000 individuals, opportunity to expand subject to operator and MTC approval of amendment to Clipper BayPass Participation Agreement
- **Large pipeline of interested companies – onboarding on a rolling basis to manage financial risk and ensure diversity across industries and geography**

Phase 2 Initial Employer Customers



More than 117,000 trips in
January and February

Ongoing demonstration of our
ability to work together for the
benefit of riders

Clipper BayPass Phase 2 – Employer Pass (cont.)

- University of California, San Francisco (UCSF) was our initial paying Clipper BayPass Phase 2 Pilot customer, launched in January 2024.
- Initial 5,750 employees (UAW represented staff and lower income staff) offered Clipper BayPass. Contract approved late last year at a cost to UCSF of \$4.8 million.
- UCSF now would like to purchase, for an additional \$1.5 million, **Clipper BayPass for all their campus-based students (approx. 2,550)**

Requested action: Authorize the Executive Director or designee to negotiate and enter into an amendment to the partnership agreement to reflect an amount not to exceed \$6,347,250.

- **MTC staff working to streamline the process of selling Clipper BayPass to employers so that a partnership agreement item does not need to be brought to the Committee each time an employer purchases Clipper BayPass.**

Phase 2 Initial Employer Customers



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No-Cost & Reduced Cost Interagency Transfer Policy Pilot



“When you make a trip that requires transferring between transit agencies, pay the full fare on just the first agency you use.

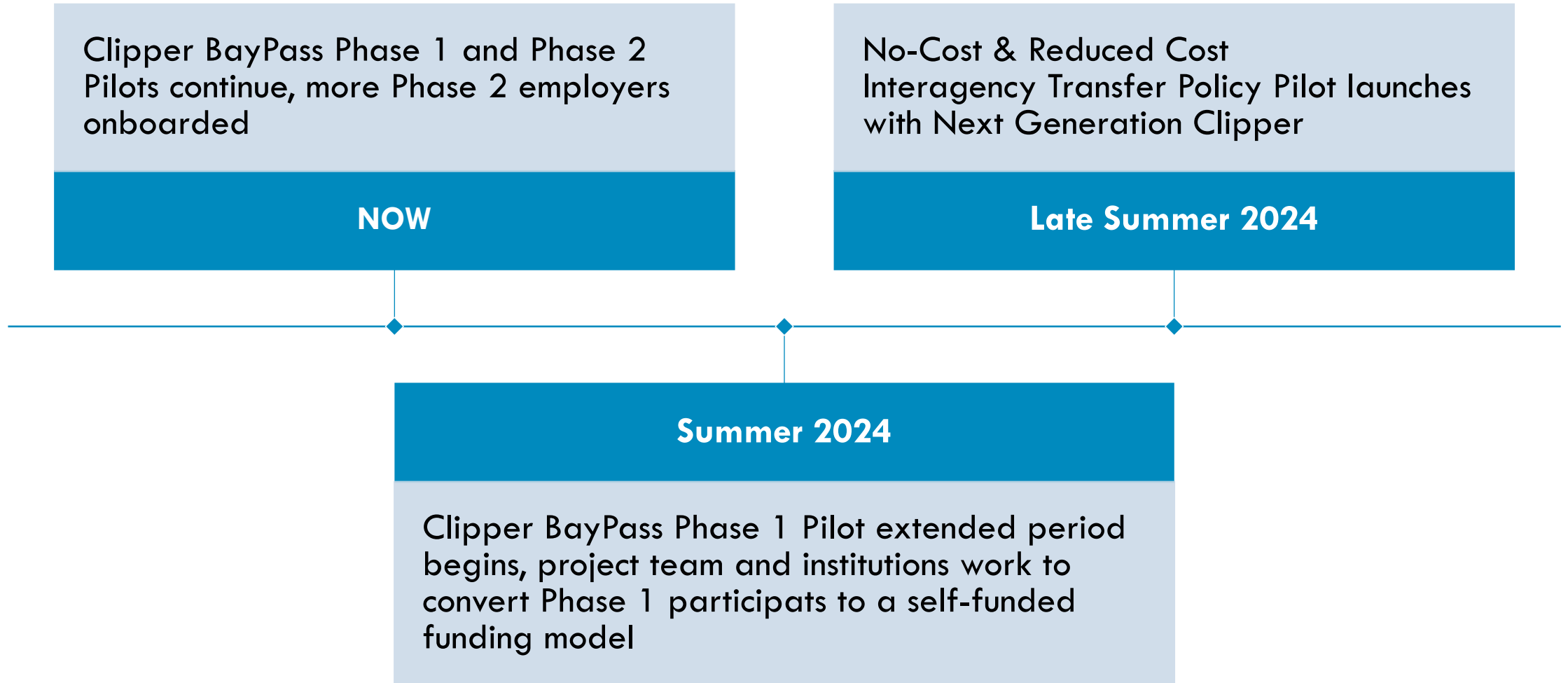
Any transfer to another agency within two hours of the first boarding is discounted up to a limit of \$2.50* per transfer”.

*When making an inter-agency transfer, customers using Clipper receive a discount equivalent to the single-ride Clipper fare for amounts up to the region’s highest local transit fare (currently \$2.50). This amount may change based on local agency fare adjustments.



- Launching late-summer with Next Generation Clipper
- Significant opportunity to promote ridership growth (+27,000 riders)
- Major benefits to low-income riders
- Funded for 18-24 months with \$22 million of Transit Transformation Action Plan implementation funds identified by MTC

Next Steps



Thank you!



METROPOLITAN
TRANSPORTATION
COMMISSION