



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

Meeting Agenda

Clipper Executive Board

Members:

Denis Mulligan, Chair Rick Ramacier, Vice Chair

*Nuria Fernandez, Jim Hartnett, Michael Hursh,
Tom Maguire, Therese W. McMillan,
Robert Powers, and Nina Rannells*

Monday, December 16, 2019

1:30 PM

San Francisco Bay Area Rapid Transit District
344 20th Street, 3rd Floor
Oakland, CA 94612
BART Board Room

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, please access through the Webster Street entrance between CVS Pharmacy and 24-Hour Fitness. Take the elevator to the 3rd floor and exit the elevator to your right where the agenda will be posted. Please enter the room through the double doors. For meeting location questions, please contact Angelica Dill-James at 510-464-6093.

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. [19-1358](#) Minutes of the November 18, 2019 Meeting

Action: Board Approval

Attachments: [2a CEB Minutes Nov 16 2019.pdf](#)

3. Approval

- 3a. [19-1371](#) Clipper® Memorandum of Understanding (MOU) and 2020 Executive Board Calendar

Request Board approval of 2020 Clipper Executive Board Calendar and update board members on attendance requirements and delegation authority under the Clipper® Amended and Restated Clipper MOU.

Action: Board Approval

Presenter: Edward Meng

Attachments: [3a Clipper Exec Board 2020 Calendar.pdf](#)

- 3b. [19-1372](#) Clipper® Unregistered Inactive Funds Disbursement

Request Board approval of a third disbursement of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account to the Clipper Operating Budget, while also setting aside funds within the Float Account as a reserve to cover past and potential future use of inactive Clipper cards.

Action: Board Approval

Presenter: David Weir

Attachments: [3b Clipper-MTG-CEB 2019 Inactive Funds Dist.pdf](#)

4. Information

- 4a. [20-0042](#) Clipper® START Means-Based Pilot Program Update

Update on the Clipper START regional means-based transit fare discount pilot program.

Action: Information

Presenter: Lysa Hale

Attachments: [4a Clipper START Means-Based Pilot Program Update.pdf](#)

- 4b. [19-1375](#) Current Clipper® System Update

Update Board members on the current Clipper program. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the November 2019 meeting.

Action: Information

Presenter: Jason Weinstein

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

4c. [19-1376](#) Next Generation Clipper® System Update

Update Board members on key developments related to the implementation of the Next Generation Clipper System Integrator project, focusing on updates regarding accelerated deployment and the Clipper mobile app.

Action: Information

Presenter: Jason Weinstein

Attachments: [4c_C2 Program Update.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 at a time and place to be duly noticed.

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.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 19-1358 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 11/15/2019 **In control:** Clipper Executive Board
On agenda: 12/16/2019 **Final action:**
Title: Minutes of the November 18, 2019 Meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a_CEB Minutes_Nov 16 2019.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the November 18, 2019 Meeting

Recommended Action:
Board Approval

Attachments:



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

Meeting Minutes - Draft

Clipper Executive Board

Members:

Denis Mulligan, Chair Rick Ramacier, Vice Chair

**Nuria Fernandez, Jim Hartnett, Michael Hursh,
Tom Maguire, Therese W. McMillan,
Robert Powers, and Nina Rannells**

Monday, November 18, 2019

1:30 PM

**Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
Board Room – 1st Floor**

1. Roll Call / Confirm Quorum

Present: 6 - Chair Mulligan, Board Member Hartnett, Vice Chair Ramacier, Board Member Rannells, Board Member McMillan, and Board Member Maguire

Absent: 3 - Board Member Fernandez, Board Member Hursh, and Board Member Powers

Pam Herhold acted as a delegate and voting member of the Board in place of Robert Powers. Actions noted below as “Powers” were taken by Herhold.

Ahsan Baig acted as a non-voting alternate to the Board in place of Michael Hursh.

Franklin Wong acted as a non-voting alternate to the Board in place of Nuria Fernandez.

2. Consent Calendar

Upon the motion by Board Member Hartnett and second by Vice Chair Ramacier, the Consent Calendar was unanimously approved. The motion carried by the following vote:

Aye: 7 - Chair Mulligan, Board Member Hartnett, Vice Chair Ramacier, Board Member Rannells, Board Member McMillan, Board Member Powers and Board Member Maguire

Absent: 2 - Board Member Fernandez and Board Member Hursh

2a. [19-1109](#) Minutes of the September 16, 2019 Meeting

Action: Board Approval

Attachments: [2a_CEB Minutes_Sept 16 2019.pdf](#)

3. Approval

- 3a. [19-1278](#) Contract Amendment - Customer Research, Education and Outreach for the Clipper® Program: MIG, Inc. (MIG) (\$400,000)

Request for approval of a Contract Amendment for customer research, education and outreach for the Clipper program.

Action: Board Approval

Presenter: Lysa Hale

Attachments: [3a Contract Amendment MIG_rev.pdf](#)

Upon the motion by Vice Chair Ramacier and second by Board Member Rannells, the Contract Amendment - Customer Research, Education and Outreach for the Clipper® Program: MIG, Inc. (MIG) (\$400,000) was unanimously approved. The motion carried by the following vote:

Aye: 7 - Chair Mulligan, Board Member Hartnett, Vice Chair Ramacier, Board Member Rannells, Board Member McMillan, Board Member Powers and Board Member Maguire

Absent: 2 - Board Member Fernandez and Board Member Hursh

4. Information

- 4a. [19-1113](#) Current Clipper® System Update

Update Board members on the current Clipper program. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the September 2019 meeting.

Action: Information

Presenter: Jason Weinstein

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

- 4b. [19-1114](#) Next Generation Clipper® System Update

Update Board members on key developments related to the implementation of the Next Generation Clipper System Integrator project, focusing on updates with accelerated deployment and the Clipper mobile app.

Action: Information

Presenter: Jason Weinstein

Attachments: [4b C2 Program Update.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 Monday, December 16, 2019 at 1:30 p.m. in the BART Board Room, 3rd Floor, 344 20th Street, Oakland, CA.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #:	19-1371	Version:	1	Name:	
Type:	Contract	Status:		Committee Approval	
File created:	11/21/2019	In control:		Clipper Executive Board	
On agenda:	12/16/2019	Final action:			
Title:	Clipper® Memorandum of Understanding (MOU) and 2020 Executive Board Calendar				
	Request Board approval of 2020 Clipper Executive Board Calendar and update board members on attendance requirements and delegation authority under the Clipper® Amended and Restated Clipper MOU.				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	3a Clipper Exec Board 2020 Calendar.pdf				

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Memorandum of Understanding (MOU) and 2020 Executive Board Calendar

Request Board approval of 2020 Clipper Executive Board Calendar and update board members on attendance requirements and delegation authority under the Clipper® Amended and Restated Clipper MOU.

Presenter:

Edward Meng

Recommended Action:

Board Approval

Attachments:

Clipper[®] Executive Board

December 16, 2019

Agenda Item 3a

Clipper[®] Memorandum of Understanding (MOU) and 2020 Executive Board Calendar

Subject: Request Board approval of 2020 Clipper Executive Board Calendar and update board members on attendance requirements and delegation authority under the Clipper[®] Amended and Restated Clipper MOU.

Background: **Board Member Delegation Authority**
Under Article IV, subarticle H of the MOU, Clipper Executive Board members may appoint, in writing, a delegate to vote on a member's behalf for up to four (4) Executive Board meetings per calendar year. After four (4) missed meetings in a calendar year, a Board Member may appoint an alternate at an Executive Board meeting, but alternates may not vote and are not counted towards a Board quorum. Board Members may wish to explore different provisions for attendance and delegation, which could be included in the terms of a future amendment to the MOU.

2020 Executive Board Calendar

Per the Clipper Executive Board Procedures Manual adopted by the Board in February 2016, the Board adopts a regular board meeting calendar annually. Currently, conference rooms have been reserved at the Bay Area Metro Center for all proposed 2020 Clipper Executive Board meeting dates except February 2020. The January Clipper Executive Board meeting is currently scheduled at MTC while the February Clipper Executive Board meeting is currently scheduled at BART.

When considering meeting locations, the Board should note that special committees of the Clipper Executive Board, such as the Fare Integration Task Force, are likely to meet on the same day as the Clipper Executive Board.

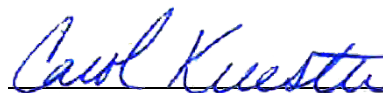
The Clipper Executive Board 2020 meeting schedule recommended for approval is shown in the calendar in Attachment A.

Recommendations: Staff recommends that the Board schedule meetings on the third Monday of each calendar month, except when that day falls on a holiday (in January and February 2020) in which case we recommend the meeting be moved to the fourth Monday. We also recommend the meetings be held from 1:30pm to approximately 3:00pm, unless otherwise determined in advance. If staff determine that a meeting is not needed, the Clipper Executive Director will confer with the Board Chair who may make a determination to cancel.

Staff also recommends that the Board discuss whether staff should plan meetings to be held regularly:

1. In Oakland at BART's board room, with occasional meetings in San Carlos at Caltrain/SamTrans' board room (continue with 2019 status quo);
2. In San Francisco at the Bay Area MetroCenter, with occasional meetings in Oakland at BART's board room; or
3. In Oakland at BART's board room.

Attachments: **Attachment A:** Proposed Clipper[®] Executive Board 2020 Calendar


Carol Kuester



2020 Clipper Executive Board Calendar

Blue highlighted dates Clipper Executive Board Meetings (Locations TBD)

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

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

MARCH

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				

APRIL

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		

MAY

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						

JUNE

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				

JULY

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	

AUGUST

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					

SEPTEMBER

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			

OCTOBER

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

NOVEMBER

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					

DECEMBER

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		



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 19-1372 **Version:** 1 **Name:**
Type: Report **Status:** Committee Approval
File created: 11/21/2019 **In control:** Clipper Executive Board
On agenda: 12/16/2019 **Final action:**
Title: Clipper® Unregistered Inactive Funds Disbursement

Request Board approval of a third disbursement of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account to the Clipper Operating Budget, while also setting aside funds within the Float Account as a reserve to cover past and potential future use of inactive Clipper cards.

Sponsors:

Indexes:

Code sections:

Attachments: [3b_Clipper-MTG-CEB_2019_Inactive_Funds_Dist.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Unregistered Inactive Funds Disbursement

Request Board approval of a third disbursement of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account to the Clipper Operating Budget, while also setting aside funds within the Float Account as a reserve to cover past and potential future use of inactive Clipper cards.

Presenter:

David Weir

Recommended Action:

Board Approval

Attachments:


Clipper[®] Executive Board

December 16, 2019

Agenda Item 3b

Clipper[®] Unregistered Inactive Funds Disbursement

- Subject:** Request Board approval of a third disbursement of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account to the Clipper Operating Budget, while also setting aside funds within the Float Account as a reserve to cover past and potential future use of inactive Clipper cards.
- Background:** The Clipper Cardholder Agreement defines “Inactive Funds” as funds on a card, whether registered or unregistered, which have not been used for at least the past three years. Inactive Funds, like all money paid by customers to load cash value onto their Clipper cards, are held in the Clipper Float Account until that cash value is used to ride transit.
- Two distributions from the Clipper Float Account of amounts representing Inactive Funds on unregistered cards have already occurred. In accordance with Clipper Executive Board direction, these distributions have not impacted cardholders’ use of their Clipper cards. The prior distributions of Inactive Funds have been, after setting aside a 10% reserve to cover any renewed card activity, applied to the Clipper Operating Budget, providing an influx of \$5,456,614 of funding to the Budgets for FYs 2018 and 2019.
- Between November 2018 and November 2019, 181,348 unregistered Clipper cards became “inactive” because their last use was between November 2015 and November 2016. \$1,994,747 of cash value is on these unregistered cards; this cash value constitutes the “2019 Inactive Funds.”
- Also, between November 2018 and November 2019, just less than 10,000 Clipper cards which had not been used since at least November 2015 were used again. The total balances on those “re-activated” cards were \$174,603.
- Issues:** The below-recommended disbursement to the Clipper Operating Budget is subject to the MTC Operations Committee approving the distribution of funds from the Clipper Float Account to the MTC Budget.
- Recommendations:** Staff recommends \$1,638,130 of the total \$1,994,747 in 2019 Inactive Funds be disbursed from the Clipper Float Account to the FY 2019-20 Clipper Operating Budget to address Operating Budget shortfalls. Staff further recommends that \$356,617 of the 2019 Inactive Funds will remain in the Float Account, so that there is a fully-funded reserve of 10% of the total potential future activity on any “inactive” Clipper cards. See Attachment A for detailed calculations.
- Attachments:** **Attachment A:** Calculations for Disbursement of 2019 Inactive Funds



Carol Kuester

Agenda Item 3b

Attachment A

Calculations for Disbursement of 2019 Inactive Funds

<u>\$ 7,883,042</u>	Total Inactive Funds to present (including 2019 and net of any re-activity)
\$ 742,963	Total set-asides and replenishments of reserve, prior to 2019
<u>\$ 311,276</u>	Less: Depletions of reserve through renewed card activity
\$ 431,687	Balance of reserve as of November 2019
\$ 788,304	Amount of desired fully-funded 10% reserve
<u>\$ 431,687</u>	Less: Balance of reserve as of November 2019
\$ 356,617	Deficiency in reserve
\$ 1,994,747	2019 Inactive Funds
<u>\$ 356,617</u>	Less: Replenishment of reserve deficiency
\$ 1,638,130	2019 Inactive Funds to be disbursed from Float Account



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 20-0042 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 12/4/2019 **In control:** Clipper Executive Board
On agenda: 12/16/2019 **Final action:**
Title: Clipper® START Means-Based Pilot Program Update
Update on the Clipper START regional means-based transit fare discount pilot program.

Sponsors:

Indexes:

Code sections:

Attachments: [4a Clipper START Means-Based Pilot Program Update.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Clipper® START Means-Based Pilot Program Update

Update on the Clipper START regional means-based transit fare discount pilot program.

Presenter:
Lysa Hale

Recommended Action:
Information

Attachments:

Clipper® Executive Board

December 16, 2019

Agenda Item 4a

Clipper® START Means-Based Pilot Program Update

Subject: Update on the Clipper START regional means-based transit fare discount pilot program.

Background: **Regional Means-Based Transit Fare Discount Pilot Program**

For most Bay Area households, transportation is the third-largest monthly expense, trailing only the cost of housing and food. As a result of a 2015 study and in consultation with transit operators, MTC approved the launch of the Regional Means-Based Transit Fare Pilot Program in May 2018. The program has been branded Clipper START.

The pilot Clipper START program is scheduled to launch in spring 2020 and will run for 18 months. It is designed to:

- Make transit more affordable for the Bay Area's low-income residents;
- Establish a more consistent regional standard for fare discount policies; and
- Define a transit affordability solution that is financially viable and administratively feasible and that does not adversely affect the transit system's service levels and performance.

BART, Caltrain, Golden Gate Transit and Ferry, and SFMTA are participating in the program. MTC and the transit operators will share the cost of the discount, up to a total of 20%. Two transit operators are opting to provide a higher discount. They will pay the difference for the higher discount amount.


Key Program Elements

The key program elements are:

1. *Eligibility:* Adults who earn up to 200 percent of the Federal Poverty Level (approximately \$50,000 per year for a family of four) will be eligible to participate.
2. *Available on Clipper:* Clipper START participants will use Clipper cards to receive the transit fare discount, which will be granted automatically when a participant uses the card to pay a single cash value fare.
3. *Single-Ride Discount:* Clipper START participants will receive a 20 percent discount on each single-ride trip taken on BART and Caltrain and a 50 percent discount on each single-ride trip taken on Golden Gate Transit and Ferry and SFMTA.
4. *Promotion:* The program will be promoted through social service agencies, community-based organizations and the media.

Eligible individuals will apply through a website, although a paper application will also be available.

Attachments: Attachment A: Clipper START Means-Based Pilot Program Update



Carol Kuester



Clipper START Means-Based Pilot Program Update

Clipper Executive Board
Agenda Item 4a
Attachment A

December 16, 2019

A mean-based transit fare discount pilot

- ▶ Commitment to serve low-income individuals
- ▶ 2015 study to determine desirability and viability of a means-based pilot
- ▶ The Programming and Allocations Committee voted to implement a means-based pilot program in May 2018

CLIPPER.**START** ▶▶▶
SM



The pilot has some well-defined goals

IMPLEMENTATION

AWARENESS



Customers aware
of program

POSITIVE
EXPERIENCE



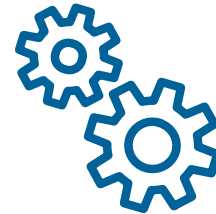
Easily accessible

FINANCIAL
VIABILITY



Feasible for operators
and region

ADMINISTRATIVE
FEASIBILITY



Management feasible

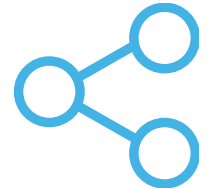
IMPACT

AFFORDABILITY



Participants less
burdened

INCREASED
ACCESS



Access to opportunities

Starting with four transit agencies

PARTICIPATING AGENCIES

- ▶ BART (20%)
- ▶ Caltrain (20%)
- ▶ Golden Gate Transit (50%)
- ▶ SFMTA (50%)

ELIGIBILITY

- ▶ Adults earning < 200% Federal Poverty Level (~\$50k Annual income for household of 4)

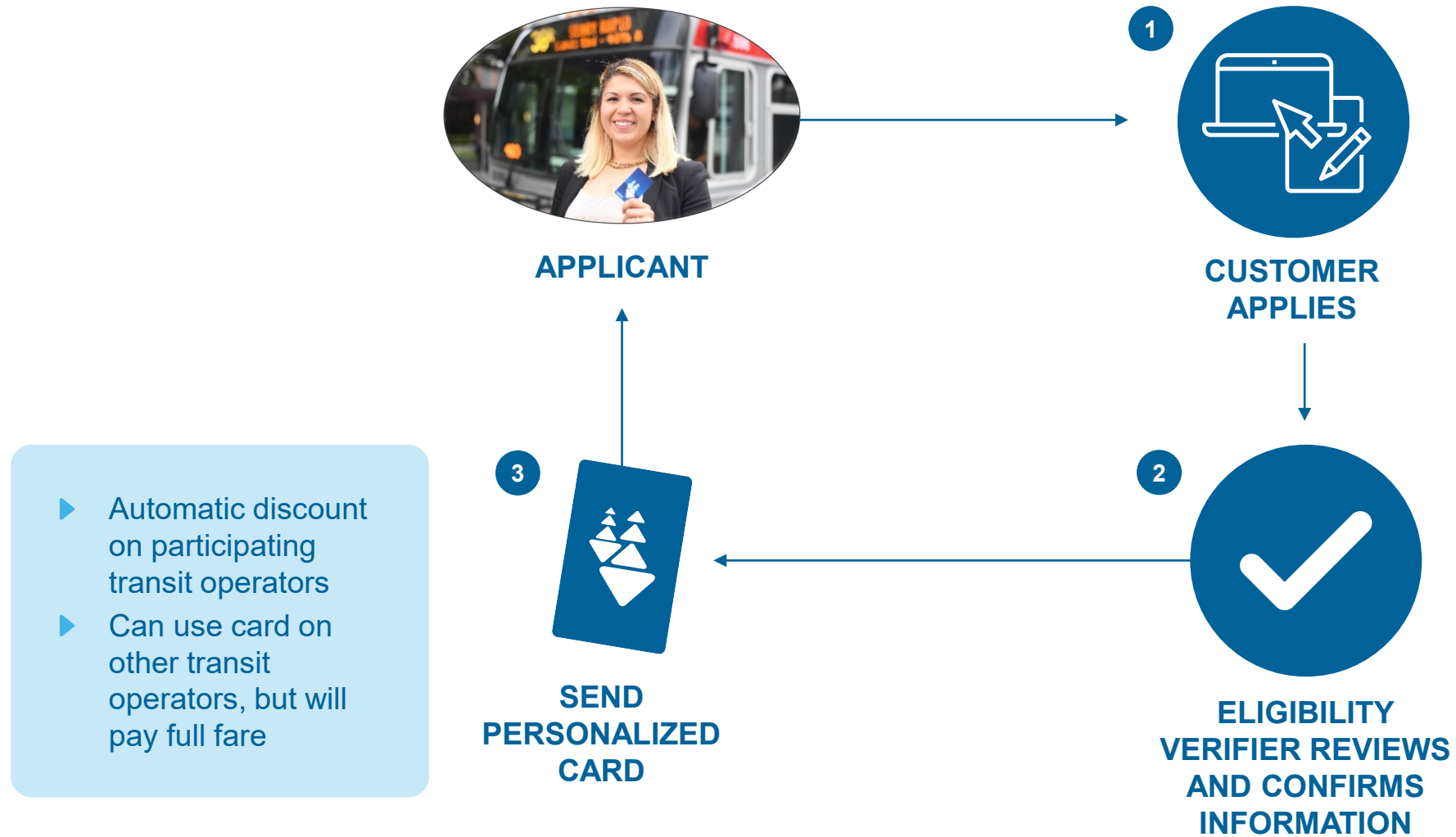
IMPLEMENTATION

- ▶ Offered through Clipper®
- ▶ Pilot: 18 Months
- ▶ Centrally administered for the region

Comprehensive outreach to promote the program



Simple application process





Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 19-1375 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 11/21/2019 **In control:** Clipper Executive Board
On agenda: 12/16/2019 **Final action:**
Title: Current Clipper® System Update

Update Board members on the current Clipper program. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the November 2019 meeting.

Sponsors:

Indexes:

Code sections:

Attachments: [4b_C1 Program Update.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Current Clipper® System Update

Update Board members on the current Clipper program. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the November 2019 meeting.

Presenter:

Jason Weinstein

Recommended Action:

Information

Attachments:

Clipper® Executive Board

December 16, 2019

Agenda Item 4b

Current Clipper® System Update

Subject: Update Board members on the current Clipper program. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the November 2019 meeting.

Background: **Transactions and Sales**

Clipper processed 22.7 million transactions and settled \$52.7 million in revenue in November.

Clipper Customer Education

MTC is working with BART and SFO on two programs designed to encourage taking transit to and from SFO. The first is the transit priority lane project, which will give people who rode BART or SamTrans to SFO the ability to use the priority lane to pass through the airport security checkpoint. The other is a marketing effort to promote Clipper (and therefore transit) to people who land at SFO.

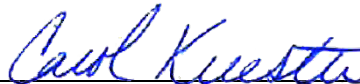
Implementation and Enhancement Projects

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

- SMART Planned Expansion – Installation of Clipper equipment at Downtown Novato and Larkspur was completed by the end of November.
- WETA San Francisco Ferry Terminal Expansion – Re-installation of Clipper Equipment at Gate E is expected to occur the first week of December.

Clipper equipment continues to perform well in the field and meets contractual performance requirements.

Attachments: **Attachment A:** Clipper Master Schedule



Carol Kuester

ID	Task Name	Duration	Start	Finish	% Comple	Agenda Item 4b, Attachment A																											
						2018												2019							2020								
						M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A
2	CONTRACTING PHASE																																
774	End-of-Life Clipper Device Order (CO-230)	120 days	7/19/19	1/2/20	68%																												
783	SSAE-18I (CN-159, Amendment 7)	103 days	11/22/19	4/14/20	0%																												
393	IMPLEMENTATION PHASE																																
310	SFMTA Central Subway (CO-195)	1152 days	5/2/16	9/25/20	26%																												
697	WETA Richmond & San Francisco Ferry Terminal Expansion (CO-225, CN-1	424 days	4/19/18	12/4/19	97%																												
627	BART E. Contra Costa & Silicon Valley Berryessa Extensions (eBART/SVBX) (CO-179-1, CN-145)	412 days	4/30/18	11/26/19	85%																												
769	Means Based Fare Discount Clipper Coupon (CO-227)	380 days	10/15/18	3/27/20	70%																												
492	AC Transit BRT Implementation, (CO-197 & CO-205)	172 days	7/17/19	3/12/20	62%																												
771	SamTrans Business Rules Update--Intra-Operator Transfer (CO-228)	153 days	8/1/19	3/2/20	36%																												
796	Caltrain TVM Clipper Integration (CO-226)	187 days	8/1/19	4/17/20	50%																												
809	BART Add Fare Machine (CO-229)	142 days	1/13/20	7/28/20	0%																												
1	BUS REPLACEMENT AND EXPANSION																																
733	AC Transit (Gilig & New Flyers Buses & Fuel Cell Bus)	240 days	12/19/18	11/19/19	88%																												
800	Soltrans (2 BYD Buses)	4 days	11/18/19	11/21/19	0%																												



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 19-1376 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 11/21/2019 **In control:** Clipper Executive Board
On agenda: 12/16/2019 **Final action:**
Title: Next Generation Clipper® System Update

Update Board members on key developments related to the implementation of the Next Generation Clipper System Integrator project, focusing on updates regarding accelerated deployment and the Clipper mobile app.

Sponsors:

Indexes:

Code sections:

Attachments: [4c_C2 Program Update.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Next Generation Clipper® System Update

Update Board members on key developments related to the implementation of the Next Generation Clipper System Integrator project, focusing on updates regarding accelerated deployment and the Clipper mobile app.

Presenter:

Jason Weinstein

Recommended Action:

Information

Attachments:

Clipper® Executive Board

December 16, 2019

Agenda Item 4c

Next Generation Clipper® System Update

Subject: Update Board members on key developments related to the implementation of the Next Generation Clipper System Integrator project, focusing on updates regarding accelerated deployment and the Clipper mobile app.

Background: **Executive Summary**

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, and the transit operators; and noteworthy items that the project team is managing. This will be updated and presented to this Board monthly.


Highlights include the ongoing discussions with MTC, the transit operators, and Cubic regarding the integration of next generation Clipper devices with existing onboard systems and equipment, and input from MTC and the transit operators on Cubic's solution for the implementation, installation, and transition of new features and equipment under Accelerated Deployment.

As we continue to move through the various phases of design we want to remind transit operators of the importance of their involvement. We will continue reaching out to ensure the greatest level of operator staff participation during critical periods for review and input.

Testing for faster and more frequent load times at rail stations and ferry terminals when purchasing products via phone or through the website is scheduled for this week, with added features to begin rolling out within the next month.

To date, no critical milestones have slipped beyond their contractual guaranteed completion date, and the program is currently on schedule and within expected budget.

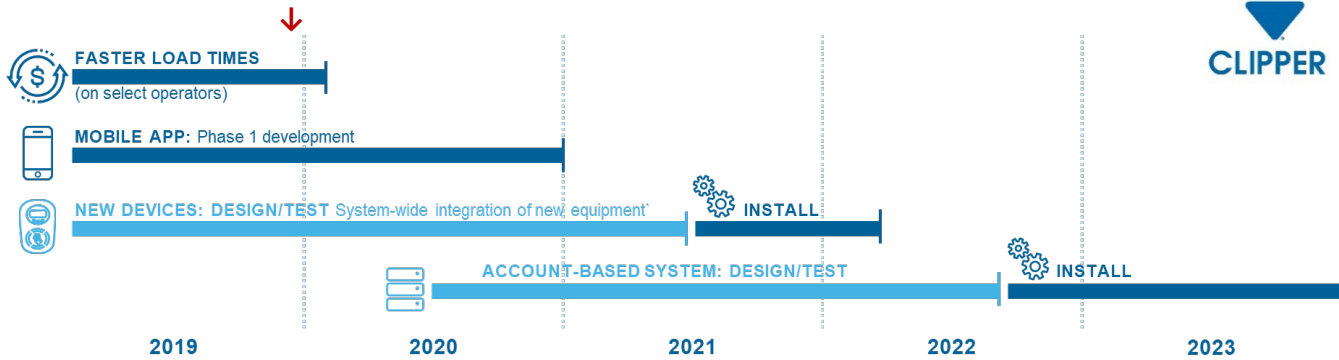
Attachments: **Attachment A:** Next Generation Clipper Program Executive Summary Status Report



Carol Kuester

Next-Generation Clipper Program

Executive Summary Status Report – December 16, 2019



Summary

- Review Cycle 2 for Accelerated Deployment design documents nearly complete.
- System Integration Testing for Faster Load Times about to start.
- Review Cycle 3 document submittal expected next month.
- CAD/AVL integration design workshops completed.
- Technical discussions continue with operators.

Recently Completed Activities

	MTC/IBI	Cubic	Operators	Date
• Review Cycle 2 documents:				
o Comment responses received from Cubic		•		Nov 27
o Comment review meeting with Cubic	•	•	•	Dec 2
o Resubmittal by Cubic				TBD
• System Integration Testing for Faster Load Times:				
o Test Procedure Comments sent to Cubic	•		•	Nov 21
o Revised Procedures submitted by Cubic		•		TBD
• Technical meetings with operators:				
o BART	•	•	•	Nov 20
o SFMTA	•	•	•	Nov 21
• CAD/AVL integration design workshops	•	•	•	Nov 20; Dec 4, 11
• C2 Validator solution discussion group meeting	•	•	•	Nov 20, 27; Dec 4, 11

Upcoming Activities/Deliverables

	MTC/IBI	Cubic	Operators	Date
• Review Cycle 3 documents:				
o Initial submittal expected from Cubic	•	•	•	Jan 8
o Review meetings with Cubic	•		•	Jan 15–21 (TBD)
o Initial comments due to Cubic	•		•	Feb 4
• System Integration Testing for Faster Load Times	•	•	•	Dec 18–20
• Technical meetings with operators:				
o BART	•	•	•	Dec 18; Jan 15
o SFMTA	•	•	•	Dec 19; Jan 16
• Clipper Executive Board Meeting	•	•	•	Jan 27

Items to Highlight

Description	Resolution/Mitigation
<ul style="list-style-type: none">• Direct input from transit operators is needed to help refine and finalize Cubic's solution design, implementation, and installation approaches.	Regular calls established to provide an opportunity for open discussion among transit operator staff, Cubic, MTC, and MTC's technical advisors. Initial calls have focused on the C2 validator solution.