



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

Meeting Agenda

Clipper Executive Board

Members:

Rick Ramacier, Chair Robert Powers, Vice Chair

*Nuria Fernandez, Jim Hartnett, Michael Hursh,
Therese W. McMillan, Denis Mulligan,
Nina Rannells, and Jeffrey Tumlin*

Monday, October 19, 2020

2:30 PM

Board Room - 1st Floor (REMOTE)

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

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

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

Attendee Link: <https://bayareametro.zoom.us/j/86096592596>

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: 860 9659 2596

International numbers available:

Detailed instructions on participating via Zoom are available at:

<https://bayareametro.zoom.us/j/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 by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

1. Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular voting members (5).

2. Consent Calendar

- 2a. [20-1412](#) Minutes of the September 21, 2020 Meeting

Action: Board Approval

Attachments: [2a CEB Minutes Sept 21 2020.pdf](#)

3. Information

- 3a. [20-1410](#) Current Clipper® System

Update on the current Clipper system. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the September 2020 meeting.

Action: Information

Presenter: Jason Weinstein

Attachments: [3a_C1 Program Update..pdf](#)

- 3b. [20-1411](#) Next-Generation Clipper® System Update

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

Action: Information

Presenter: Jason Weinstein

Attachments: [3b_C2 Program Update.pdf](#)

4. Executive Director's Report – Kuester

5. Public Comment / Other Business

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

6. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be Monday, November 16, 2020 at 1:35 p.m. remotely and by webcast as appropriate.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 20-1412 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 9/15/2020 **In control:** Clipper Executive Board
On agenda: 10/19/2020 **Final action:**
Title: Minutes of the September 21, 2020 Meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a_CEB Minutes_Sept 21 2020.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the September 21, 2020 Meeting

Recommended Action:
Board Approval

Attachments:



Meeting Minutes - Draft

Clipper Executive Board

Members:

Rick Ramacier, Chair Robert Powers, Vice Chair

***Nuria Fernandez, Jim Hartnett, Michael Hursh,
Therese W. McMillan, Denis Mulligan,
Nina Rannells, and Jeffrey Tumlin***

Monday, September 21, 2020

1:35 PM

Board Room - 1st Floor (REMOTE)

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

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Attendee Link: <https://bayareametro.zoom.us/j/94453348324>

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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.

1. Roll Call / Confirm Quorum

- Present:** 8 - Board Member Mulligan, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Chair Ramacier, Board Member Rannells, Board Member McMillan, and Vice Chair Powers
- Absent:** 1 - Board Member Tumlin

Diana Hammons acted as a delegate and voting member of the Board in place of Jeffrey Tumlin. Actions noted below as "Tumlin" were taken by Hammons.

2. Consent Calendar

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

- Aye:** 9 - Board Member Mulligan, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Chair Ramacier, Board Member Rannells, Board Member McMillan, Vice Chair Powers and Board Member Tumlin

2a. [20-1326](#) Minutes of the August 17, 2020 Meeting

Action: Board Approval

Attachments: [2a CEB Minutes Aug 17 2020.pdf](#)

3. Approval

3a. [20-1347](#) Clipper® Contract Amendment - Customer Research, Education and Outreach: MIG, Inc. (\$1,800,000)

Request for approval of contract amendment for MIG, Inc. for Clipper public education and outreach (\$1,800,000).

Action: Board Approval

Presenter: Lysa Hale

Attachments: [3a Contract Amendment for MIG, Inc.pdf](#)

Aleta Dupree spoke on this item.

Upon the motion by Board Member Rannells and second by Board Member Hursh, the Clipper® Contract Amendment - Customer Research, Education and Outreach: MIG, Inc. (\$1,800,000) was unanimously approved. The motion carried by the following vote:

- Aye:** 9 - Board Member Mulligan, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Chair Ramacier, Board Member Rannells, Board Member McMillan, Vice Chair Powers and Board Member Tumlin

4. Information

4a. [20-1349](#) Current Clipper® System

Update on the current Clipper system. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the August 2020 meeting.

Action: Information

Presenter: Jason Weinstein

Attachments: [4a_C1 Program Update.pdf](#)

4b. [20-1350](#) Next Generation Clipper® System Update

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

Action: Information

Presenter: Jason Weinstein

Attachments: [4b_C2 Program Update.pdf](#)

5. Executive Director's Report – Kuester

6. Public Comment / Other Business

Board Member Jim Hartnett of San Mateo County Transit District was called to speak.

Aleta Dupree was called to speak.

Randi Kinman of MTC's Policy Advisory Council was called to speak.

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be Monday, October 19, 2020 at 1:35 p.m. remotely and by webcast as appropriate.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
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Legislation Details (With Text)

File #: 20-1410 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 9/15/2020 **In control:** Clipper Executive Board
On agenda: 10/19/2020 **Final action:**
Title: Current Clipper® System

Update on the current Clipper system. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the September 2020 meeting.

Sponsors:

Indexes:

Code sections:

Attachments: [3a_C1 Program Update..pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Current Clipper® System

Update on the current Clipper system. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the September 2020 meeting.

Presenter:

Jason Weinstein

Recommended Action:

Information

Attachments:

Clipper® Executive Board

October 19, 2020

Agenda Item 3a

Current Clipper® System

Subject: Update on the current Clipper system. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the September 2020 meeting.

Background: **Transactions and Sales**

In September 2020, Clipper processed 2.9 million transactions and settled \$6.2 million in revenue. As of October 1, 2020, 9 of the 22 operators were still offering fare-free travel due to the COVID-19 emergency.

Clipper Customer Education

On October 1, Clipper launched the fall campaign focusing on myths and truths about Clipper. It can be seen on Petaluma Transit, FAST, Wheels, Tri Delta Transit, WestCAT, AC Transit, and Union City Transit.

We are looking at changes needed for the Clipper website to accommodate new information about the Clipper mobile app being developed.

Clipper is working with the transit operators rolling out on Clipper START in November to secure donated space on their vehicles and we will supplement with purchased space and digital advertising. We will also conduct an in-language advertising buy. Clipper plans to provide decals for agencies that want to remind riders to tag off and will also incorporate this messaging into other outreach materials.

Implementation and Enhancement Projects

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

- Clipper Means Based Expansion (CN-169) – Known as Clipper START. Cubic's cost proposal is expected in mid-October. MTC has issued Notice to Proceed with development work already under way. Launch of the program expansion will occur in two groups, planned for November 2020 and January 2021.
- Caltrain TVM Clipper Integration (CO-226) – The upgrading of TVMs at the stations has been delayed until the beginning of November due to screen interface changes. VenTek is still expected to complete the upgrades by the end of the year.
- AC Transit BRT Implementation (CO-197, CO-205) – Free service launched on August 9, serving 46 new stations. Installation of remaining Clipper equipment at Uptown and San Leandro BART stations has been delayed until 2023 pending completion of additional construction.

Clipper equipment continues to meet contractual performance requirements.

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


Carol Kuester

ID	Task Name	Duration	Start	Finish	% Complete	2020												2021											
						F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	
2	CONTRACTING PHASE																												
832	Change Notice 169—Clipper Means Based Expansion	121 days	Wed 7/8/20	Wed 12/23/20	38%																								
393	IMPLEMENTATION PHASE																												
310	SFMTA Central Subway (CO-195)	1297 days	Mon 5/2/16	Fri 4/16/21	26%																								
493	AC Transit BRT Implementation, (CO-197 & CO-205)	373 days	Wed 7/17/19	Fri 12/18/20	93%																								
792	Caltrain TVM Clipper Integration (CO-226)	392 days	Thu 8/1/19	Fri 1/29/21	48%																								
840	Change Notice 169—Clipper Means Based Expansion	130 days	Thu 7/2/20	Wed 12/30/20	35%																								
1	BUS REPLACEMENT AND EXPANSION																												
819	AC Transit (1 Gillig)	1 day	Mon 10/5/20	Mon 10/5/20	0%																								
796	SolTrans (4 MCI Coaches)	5 days	Wed 10/7/20	Tue 10/13/20	0%																								
827	Sonoma County (2 BYD Coaches)	2 days	Mon 11/23/20	Tue 11/24/20	0%																								
844	WestCAT (5 Gillig Coaches)	5 days	Mon 11/23/20	Fri 11/27/20	0%																								
798	AC Transit (36 MCI Buses)	20 days	Mon 11/30/20	Fri 12/25/20	0%																								
821	SFMTA (3 Historic Street Cars)	20 days	Mon 11/30/20	Fri 12/25/20	0%																								
842	Marin Transit (13 El Dorado)	13 days	Mon 12/7/20	Wed 12/23/20	0%																								
825	SFMTA (9 Electric Coaches)	45 days	Mon 1/18/21	Fri 3/19/21	0%																								



Metropolitan Transportation Commission

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Legislation Details (With Text)

File #: 20-1411 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 9/15/2020 **In control:** Clipper Executive Board
On agenda: 10/19/2020 **Final action:**
Title: Next-Generation Clipper® System Update

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

Sponsors:

Indexes:

Code sections:

Attachments: [3b_C2 Program Update.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Next-Generation Clipper® System Update

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

Presenter:

Jason Weinstein

Recommended Action:

Information

Attachments:

Clipper® Executive Board

October 19, 2020

Agenda Item 3b

Next-Generation Clipper® System Update

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


Background: 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:

- With regard to the Clipper mobile app:
 - The app will be in testing by December.
 - Clipper staff are currently preparing to recruit participants for testing. Transit agency staff will be invited to participate in testing.
 - Final user interface/user experience decisions are being made.
- Cubic is reviewing MTC and transit operator comments on the account-based planning documents.
- The account-based design will incorporate a series of design workshops, three of which have begun or are planned to begin within a month, indicated in **bold** below. The workshops are broken down by various workflows including:
 - Websites (**Customer Website**, Discount Management, Transit Promotions, Institutional and Transit Benefits)
 - Clipper Mobile App
 - **Business and Fare Rules**
 - Data Management and Reporting
 - **Maintenance Web Portal**
 - Customer Relationship Management
 - Fare Media Management
 - Settlement and Reconciliation
 - Third Party Integration

Cubic's schedule submission for September 2020 indicated that the contractual guaranteed completion date for Revenue Ready had slipped by 1 day. Staff is confident that Cubic will mitigate this delay. All other critical milestones are scheduled to complete before the guaranteed completion date in the contract. The program is currently within expected budget.

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

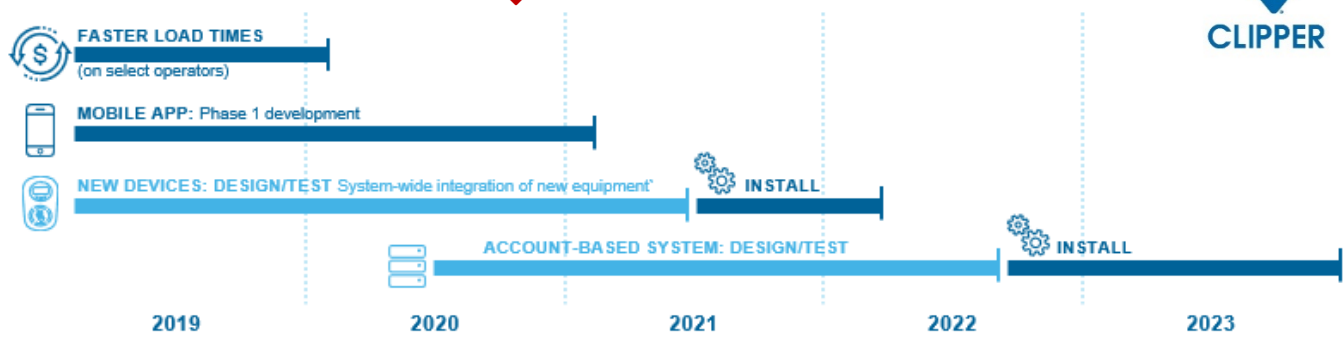


Carol Kuester



Next-Generation Clipper Program

Executive Summary Status Report – October 19, 2020



Summary

- Account-Based planning documentation review nearly complete; approval anticipated soon.
- Account-Based design workshops underway.
- Mobile App testing continues; field and formal SIT testing to start shortly.
- Technical discussions continue with operators, including BART coordination meetings, CAD/AVL integration planning, and paratransit integration planning.

Recently Completed Activities

	MTC/IBI	Cubic	Operators	Date
• Mobile App:				
o Pilot Test Plan resubmission by Cubic		•		Aug 28
o Pilot Test Plan comments sent to Cubic	•			Sep 29
o System Integration Test (SIT) procedures resubmission by Cubic		•		expected Oct 12–16
• Account-Based System design:				
o Contract Submittal Package 3 resubmission by Cubic		•		expected Oct 12–16

Upcoming Activities/Deliverables

	MTC/IBI	Cubic	Operators	Date
• Mobile App:				
o System Integration Testing begins	•	•	•	Oct/Nov
o Field testing begins	•	•	•	Oct/Nov
• New Devices:				
o Resubmission of C2 System Refresh Plan expected from Cubic		•		Oct
• Account-Based System design:				
o Design workshops begin:	•	•	•	Oct
▪ Customer Website				
▪ Fare Rules				
▪ Maintenance Web Portal				
o Contract Submittal Package 4 (Conceptual Design Documents) expected from Cubic		•		Oct/Nov
• Clipper Executive Board Meeting	•		•	Nov 16