



METROPOLITAN TRANSPORTATION COMMISSION

Meeting Transcript



October 19, 2020

CLIPPER EXECUTIVE BOARD

MONDAY, OCTOBER 19, 2020, 2:30 PM

RICK RAMACIER, CHAIR: I AM RICK RAMACIER CHAIR OF THE CLIPPER BOARD. I WOULD LIKE STAFF TO CALL THE MEETING ANNOUNCEMENT. DUE TO COVID-19, THIS MEETING WILL BE CONDUCTED AS A ZOOM WEBINAR. PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDER N-29-20, WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE BROWN ACT. THIS MEETING WILL BE WEBCAST ON THE MTC WEB SITE. I WILL CALL UPON COMMISSIONERS, PRESENTERS, STAFF, AND OTHER SPEAKERS BY NAME AND ASK THAT THEY SPEAK CLEARLY AND RESTATE THEIR NAMES BEFORE GIVING COMMENTS OR REMARKS. PERSONS PARTICIPATING VIA ZOOM AND WEBCAST WITH THEIR CAMERAS ENABLED ARE REMINDED THEIR ACTIVITIES ARE VISIBLE TO VIEWERS. COMMISSIONERS AND MEMBERS OF THE PUBLIC PARTICIPATING BY ZOOM, WISHING TO SPEAK SHOULD USE THE RAISED HAND FEATURE OR DIAL STAR NINE AND I WILL CALL UPON YOU AT THE APPROPRIATE TIME. TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR PHONE NUMBERS. AND IT IS REQUESTED THAT PUBLIC SPEAKERS RESTATE THEIR NAMES AND ORGANIZATIONS, BUT PROVIDING SUCH INFORMATION IS VOLUNTARY. MEMBERS OF THE PUBLIC WISHING TO ADDRESS THIS BODY WERE ASKED TO SUBMIT COMMENTS IN WRITING AT INFO@BAYAREAMETRO.GOV. WRITTEN COMMENTS RECEIVED WILL BE



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1 POSTED TO THE ONLINE AGENDA AND ENTERED INTO THE RECORD BUT
2 WILL NOT BE READ OUT LOUD. IF AUTHORS OF THE WRITTEN
3 CORRESPONDENCE WOULD LIKE TO SPEAK, THEY ARE FREE TO DO ON THE
4 REFERENCED AGENDA ITEM OR ANY TOPIC THEY CHOOSE. SPEAKERS
5 SHOULD RAISE THEIR HAND, AND I WILL CALL UPON THEM AT THE
6 APPROPRIATE TIME. A ROLL CALL VOTE WILL BE TAKEN FOR ALL
7 ACTION ITEMS. THE CHAT FEATURE IS ACTIVE, HOWEVER, PLEASE BE
8 AWARE THAT ANYTHING TYPED INTO THE CHAT WILL BE SUBJECT TO
9 PUBLIC DISCLOSURE. THE CHAT FEATURE IS NOT AVAILABLE TO
10 ATTENDEES. IN ORDER TO GET THE FULL ZOOM EXPERIENCE, PLEASE
11 MAKE SURE YOUR APPLICATION IS UP TO DATE.

12

13 **RICK RAMACIER, CHAIR:** MADAM CLERK WOULD YOU PLEASE CALL THE
14 ROLL?

15

16 **CLERK OF THE BOARD:** WILL DO. MEMBER RAMACIER?

17

18 **RICK RAMACIER, CHAIR:** HERE.

19

20 **CLERK OF THE BOARD:** MEMBER POWERS?

21

22 **ROBERT POWERS:** HERE.

23

24 **CLERK OF THE BOARD:** MEMBER HERNANDEZ?

25



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1 **SPEAKER:** HERE FOR MEMBER HERNANDEZ.

2

3 **CLERK OF THE BOARD:** HURSH?

4

5 **SPEAKER:** HERE ON BEHALF OF MICHAEL HURSH.

6

7 **CLERK OF THE BOARD:** MEMBER MCMILLAN?

8

9 **THERESE MCMILLAN:** HERE.

10

11 **CLERK OF THE BOARD:** THANK YOU. MEMBER MULLIGAN?

12

13 **DENNIS MULLIGAN:** PRESENT.

14

15 **CLERK OF THE BOARD:** MEMBER RANNELLS?

16

17 **NINA RANNELLS:** HERE.

18

19 **CLERK OF THE BOARD:** MEMBER TUMLIN?

20

21 **JEFFREY TUMLIN:** HERE.

22

23 **CLERK OF THE BOARD:** WE HAVE A QUORUM.

24



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1 **RICK RAMACIER, CHAIR:** THANK YOU. I WOULD LIKE TO ENTERTAIN A
2 MOTION AND SECOND TO APPROVE THE CONSENT CALENDAR.

3

4 **DENNIS MULLIGAN:** MOTION TO APPROVE.

5

6 **NINA RANNELLS:** SECOND.

7

8 **RICK RAMACIER, CHAIR:** MOTION AND SECOND. DO WE HAVE ANY
9 COMMENT FROM BOARD MEMBERS? MADAM CLERK DO WE HAVE PUBLIC
10 COMMENT IN TERMS OF RAISED HANDS FOR THIS ITEM.

11

12 **CLERK OF THE BOARD:** NO MEMBERS OF THE PUBLIC WITH THEIR HAND
13 RAISED AND NO WRITTEN COMMENT WAS RECEIVED ON THIS ITEM.

14

15 **RICK RAMACIER, CHAIR:** CALL THE ROLL PLEASE.

16

17 **CLERK OF THE BOARD:** [ROLL CALL VOTE] IT PASSES UNANIMOUSLY.

18

19 **RICK RAMACIER, CHAIR:** THANK YOU THAT BRINGS US TO ITEM 3, 2
20 INFORMATIONAL ITEMS BEFORE US TODAY FIRST CURRENT CLIPPER
21 SYSTEM UPDATE. JASON YOU'RE UP.

22

23 **JASON WEINSTEIN:** GOOD AFTERNOON BOARD MEMBERS JASON WEINSTEIN
24 CLIPPER START. IN TERMS OF THE CURRENT SYSTEM AND TRANSACTIONS
25 AND SALES CLIPPER PROCESSED APPROXIMATELY 3 MILLION



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1 TRANSACTIONS AND SETTLED OVER JUST \$6 MILLION IN REVENUE IN
2 SEPTEMBER, AND COMPARED TO AUGUST, LAST MONTH, TRANSACTIONS
3 WERE UP 13 PERCENT REVENUE UP EIGHT PERCENT OF COURSE IT'S
4 DOWN CONSIDERABLY STILL FROM LAST YEAR PRE COVID. AS OF TODAY,
5 EIGHT OF THE 22 OPERATORS ARE STILL OFFERING FARE FREE TRAVEL
6 DUE TO COVID-19, AND IT'S MY UNDERSTANDING THE CLIPPER AC
7 TRANSIT CUSTOMER SERVICE CENTER OPENED THIS PAST MONDAY WITH A
8 TEMPORARY CUSTOMER SERVICE CENTER IN THE LOBBY OF THEIR
9 GENERAL OFFICES. IN TERMS OF CUSTOMER EDUCATION, BEGINNING
10 THIS MONTH, WE LAUNCHED THE FALL CAMPAIGN FOCUSING ON THE
11 MYTHS AND TRUTHS ABOUT CLIPPER. FOR EXAMPLE, MANY TRANSIT
12 RIDERS THINK THAT CLIPPER IS ONLY FOR MONTHLY PASS USERS OR
13 THAT YOU HAVE TO HAVE A CREDIT CARD TO USE CLIPPER, OR THAT
14 TRANSFERS AREN'T AVAILABLE FOR CLIPPER AND CLIPPER CAN'T BE
15 USE EVERYWHERE IN THE BAY AREA. THOSE ARE MYTHS AND THE
16 CAMPAIGN PROPOSES TO DISPOSE OF MYTHS. ROLLING OUT CLIPPER
17 START IN DECEMBER TO SECURE DONATED SPACE AND VEHICLES AND
18 WE'LL SUPPLEMENT THAT WITH PURCHASE SPACE AND DIGITAL
19 ADVERTISEMENT. THE PLAN PROVIDES DECALS TO AGENCIES THAT WANT
20 TO REMIND USERS TO TAG ON AND OFF AND WILL INCORPORATE THIS
21 WITH MESSAGING FOR THEIR TERMS. IN TERMS OF IMPLEMENTATION AND
22 ENHANCEMENT PROJECT ATTACHMENT A IN YOUR MEMO IS THE MASTER
23 WORK SCHEDULE. WANT TO HIGHLIGHT, YOU KNOW THAT AS THE CLIPPER
24 START PROGRAM TALKED ABOUT AT THE PREVIOUS MEETING AND HERE,
25 THAT BECAUSE WE STARTED THE OUTREACH WE'RE PLANNING WITH THE



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1 SECOND GROUP OF OPERATORS TO ROLL OUT NO NOVEMBER, AND SECOND
2 GROUP OF OPERATORS TO ROLL OUT IN JANUARY 2020. SO WE HAVE THE
3 OPERATORS NOW, A NEW GROUP TO BE ROLLED OUT IN NOVEMBER, AND
4 THEN A FINAL GROUP IN JANUARY 2021. THAT IS MY REPORT, AND I'M
5 HAPPY TO ANSWER ANY QUESTIONS.

6

7 **RICK RAMACIER, CHAIR:** THANK YOU JASON. DO WE HAVE ANY
8 QUESTIONS OF JASON FROM BOARD MEMBERS? SEEING NONE. DO WE HAVE
9 ANY PUBLIC COMMENT, MARTHA? ON THIS ITEM?

10

11 **CLERK OF THE BOARD:** THERE IS NO PUBLIC COMMENT SUBMITTED ON
12 THIS ITEM AND NO MEMBERS OF THE PUBLIC WITH THEIR HANDS
13 RAISED.

14

15 **RICK RAMACIER, CHAIR:** THANK YOU VERY MUCH. THAT BRINGS US TO
16 3B NEXT GENERATION CLIPPER SYSTEM UPDATE. JASON THIS IS YOU.

17

18 **JASON WEINSTEIN:** ATTACHMENT A MONTHLY SCHEDULE ACTIVITIES AND
19 UPCOMING GOALS. HIGHLIGHTED HERE MOBILE APP WILL BE IN TESTING
20 BY DECEMBER AND CLIPPER STAFF ARE CURRENTLY RECRUITING
21 PARTICIPANTS FOR THAT. ACCOUNT BASED DESIGN WILL INCORPORATE A
22 SERIES OF DESIGN WORKSHOPS IN VARIOUS AREAS WHICH WE TALKED
23 ABOUT, I BELIEVE, LAST MONTH. WE HAVE HELD OUR FIRST WORKSHOPS
24 IN THE WEB SITES AND WEB MAINTENANCE PORTAL AREAS WITH
25 BUSINESS AND FARE RULES AND OTHERS TO FOLLOW IN THE COMING



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1 WEEKS AND MONTHS. AND FINALLY CUBIC'S SCHEDULE WE HAVE A
2 SLIGHT DELAY, BUT WE'LL CONFIDENT CUBIC WILL BE UP IN FUTURE
3 SCHEDULED SUBMISSIONS AND TO THIS POINT NO OTHER CRITICAL
4 MILESTONES HAVE BEEN SLIPPED. AND THE PROGRAM IS CURRENTLY
5 WITHIN OUR EXPECTED BUDGET. THAT IS MY REPORT. AND I'M HAPPY
6 TO ANSWER ANY QUESTIONS.

7

8 **RICK RAMACIER, CHAIR:** THANK YOU FOR THAT JASON. ANY BOARD
9 MEMBER QUESTIONS ON THAT REPORT? OKAY I'M NOT SEEING ANY.
10 MARTHA DO WE HAVE PUBLIC COMMENT ON THIS ITEM.

11

12 **CLERK OF THE BOARD:** NO PUBLIC COMMENT SUBMITTED ON THIS ITEM
13 AND NO MEMBERS OF THE PUBLIC WITH THEIR HAND RAISED.

14

15 **RICK RAMACIER, CHAIR:** ITEM FOUR EXECUTIVE DIRECTOR'S REPORT.
16 CAROL.

17

18 **CAROL KUESTER:** I AM HAPPY TO PASS THIS MONTH, IN THE INTEREST
19 OF TIME. I WILL SAY THERE IS A LOT OF WORK HAPPENING, SO WE
20 LOOK FORWARD TO SUBSTANTIVE DISCUSSION IN THE COMING MONTHS AS
21 WE HOPEFULLY CONTINUE TO MAKE GOOD PROGRESS BUT CERTAINLY WANT
22 TO ENGAGE YOU ON ANY OF THE CHANGING AREAS AND WE HAVE SOME
23 VERY MEATY ITEMS IN THE WORKS. BUT NO SPECIFIC COMMENTS
24 REQUIRED TODAY. THANK YOU.

25



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1 **RICK RAMACIER, CHAIR:** THANK YOU CAROL. WE'LL ALL TAKE A
2 RESPITE AND GET READY FOR THE COMING ATTRACTIONS, I GUESS.
3 I'LL JUST DO MY DUE DILIGENCE. THERE ARE ANY QUESTIONS OF THE
4 EXECUTIVE DIRECTOR FROM BOARD MEMBERS? SEEING NONE. MARTHA DO
5 WE HAVE ANY PUBLIC COMMENT ON THIS ITEM?

6

7 **CLERK OF THE BOARD:** NO PUBLIC COMMENT SUBMITTED ON THIS ITEM
8 AND THERE ARE NO MEMBERS OF THE PUBLIC WITH THEIR HANDS
9 RAISED.

10

11 **RICK RAMACIER, CHAIR:** OKAY. THANKS AGAIN CAROL. THAT BRINGS US
12 TO ITEM FIVE PUBLIC COMMENT OTHER AND BUSINESS, IN OUR
13 PRACTICE, I WILL TURN TO BOARD MEMBERS FIRST BEFORE TURNING TO
14 THE PUBLIC AND SEE IF ANY BOARD MEMBERS HAVE ANY COMMENTS THEY
15 WOULD LIKE TO MAKE AT THIS TIME THAT ARE UNDER THE PURVIEW OF
16 THIS BOARD? I AM NOT SEEING ANYBODY. SO, LET'S NOW TURN TO
17 PUBLIC COMMENT. MADAM CHAIR, IF YOU WOULD CALL PEOPLE OFF --
18 CALL THEM UP IN TURN, AND WE'LL GIVE THEM TWO MINUTES.

19

20 **CLERK OF THE BOARD:** WILL DO. ALETA DUPREE. YOU ARE FIRST UP.
21 FOLLOWED BY ADINA.

22

23 **SPEAKER:** THANK YOU CHAIR RAMACIER AND MEMBERS. GOOD MEETING
24 TODAY. VERY PRODUCTIVE IN GETTING LOTS OF WORK DONE. AS I LOOK
25 AT THIS FROM A HIGH LEVEL, I THINK CERTAINLY FEEL IT'S



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1 IMPORTANT TO UPDATE US ON THE SPEED AND INTERVALS OF THE
2 UPLOADING OF THE ACCOUNT INFORMATION IN ORDER TO REDUCE THE
3 TIMES FROM WHEN PEOPLE ADD THEIR PRODUCTS AND VALUE FROM THE
4 WEB SITE SO THAT IT WILL SHOW UP AT THE RAIL GATES FIXED
5 METERS OR MOBILE BUS READERS. BECAUSE, I THINK CERTAINLY THAT
6 PRIORITY IS THAT PEOPLE WANT TO HAVE CONFIDENCE THAT THEIR
7 TRANSACTION WILL BE RECOGNIZED AS SOON AS POSSIBLE, ESPECIALLY
8 FOR INFREQUENT TRAVELERS THAT AREN'T USING THE SYSTEM ENOUGH
9 TO HAVE AUTOLOAD. CERTAINLY THE OPEN SOURCE PAYMENT NEEDS TO
10 BE LOOKED AT GOING FORWARD. AND A PREVIEW OF WHAT THIS APP IS
11 GOING TO LOOK LIKE, AND I HAVE SEVERAL OF THE NEW APPS, WHICH
12 HAVE VARYING LEVELS OF FUNCTIONALITY, CHICAGO VENTURE HAS DONE
13 A NEW UPDATE TO THE APP AND THEY'RE GETTING THE WORD OUT,
14 BECAUSE THE OLD APP IS NOT GOING TO WORK WITH SOME THINGS. SO,
15 AGAIN, GETTING THE WORD OUT, AND EDUCATING PEOPLE ABOUT
16 CLIPPER, ESPECIALLY CLIPPER START, BECAUSE IT IS A PROGRAM
17 THAT HELPS MANY PEOPLE, ESPECIALLY PEOPLE OF MODEST MEANS LIKE
18 MYSELF, SAFE AND REGISTERED METHOD WHERE THAT WAY AS LONG AS
19 PEOPLE REGISTER IT, IF THERE IS A PROBLEM, THEIR BALANCES ARE
20 SAFE. THANK YOU.

21

22 **RICK RAMACIER, CHAIR:** THANK YOU ALETA, IF YOU THE COMMENTS.
23 NEXT UP IS, WHO? MARTHA?

24

25 **CLERK OF THE BOARD:** ADINA. GO AHEAD.



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1

2 **ADINA LEVIN:** SORRY. I WASN'T QUICK ENOUGH ON THE DRAW. I WAS
3 GOING TO TALK ABOUT THE CLIPPER NEXT GENERATION ITEM AND SAW
4 THAT IT MENTIONED BUSINESS RULES AS AN UPCOMING ITEM AND
5 HOPEFULLY THOSE BUSINESS RULES ARE BEING DONE IN CONSIDERATION
6 OF THE PREVIOUS MEETING IN TERMS OF THE FARE COORDINATION AND
7 INTEGRATION AND BEING ABLE TO SUPPORT THE TYPES OF CHANGES
8 THAT THE REGION MAY WISH TO DO TO SUPPORT BETTER INTEGRATED
9 AND COORDINATED FARES. THANK YOU.

10

11 **RICK RAMACIER, CHAIR:** THANK YOU ADINA THANKS FOR THE COMMENTS.
12 ANYONE ELSE MARTHA?

13

14 **CLERK OF THE BOARD:** NO OTHER MEMBERS OF THE PUBLIC WITH THEIR
15 HANDS RAISED.

16

17 **RICK RAMACIER, CHAIR:** OKAY. GREAT. THANK YOU VERY MUCH. THAT
18 BRINGS US TO ADJOURNMENT. OUR NEXT MEETING OF THIS BOARD, THE
19 CLIPPER EXECUTIVE BOARD WILL BE MONDAY NOVEMBER 16TH AT 1:35
20 P.M. AND REMOTELY AND BY WEBCAST AS APPROPRIATE. THANK YOU.

21 [ADJOURNED]

22



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