METROPOLITAN TRANSPORTATION COMMISSION Meeting Transcript





1	CLIPPER EXECUTIVE BOARD
2	MONDAY, 1:30 P.M., APRIL 19, 2021
3	
4	RICK RAMACIER, CHAIR: WELCOME EVERYONE TO THE CLIPPER
5	EXECUTIVE BOARD MEETING FOR APRIL 19TH, 2021. I'M RICK
6	RAMACIER, CHAIR OF THE CLIPPER EXECUTIVE BOARD. I'LL ASK STAFF
7	TO ROLL THE MEETING ANNOUNCEMENT, PLEASE. [RECORDED MEETING
8	PROCEDURES ANNOUNCEMENT] DUE TO COVID-19 THIS MEETING WILL BE
9	CONDUCTED AS A ZOOM WEBINAR PURSUANT TO THE PROVISIONS OF THE
10	GOVERNOR'S EXECUTIVE ORDER N-29-20 WHICH SUSPENDS CERTAIN
11	REQUIREMENTS OF THE BROWN ACT. THIS MEETING IS BEING WEBCAST
12	ON THE MTC WEB SITE. THE CHAIR WILL CALL UPON COMMISSIONERS,
13	PRESENTERS, STAFF, AND OTHER SPEAKERS BY NAME AND ASK THAT
14	THEY SPEAK CLEARLY AND STATE THEIR NAMES BEFORE GIVING
15	COMMENTS OR REMARKS. PERSONS PARTICIPATING VIA WEBCAST AND
16	ZOOM WITH THEIR CAMERAS ENABLED ARE REMINDED THAT THEIR
17	ACTIVITIES ARE VISIBLE TO VIEWERS. COMMISSIONERS AND MEMBERS
18	OF THE PUBLIC PARTICIPATING BY ZOOM WISHING TO SPEAK SHOULD
19	USE THE RAISED HAND FEATURE, OR DIAL STAR NINE, AND THE CHAIR
20	WILL CALL UPON THEM AT THE APPROPRIATE TIME. TELECONFERENCE
21	ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR
22	PHONE NUMBER. IT IS REQUESTED THAT PUBLIC SPEAKERS STATE
23	THEIR NAMES AND ORGANIZATION, BUT PROVIDING SUCH INFORMATION
24	IS VOLUNTARY. WRITTEN PUBLIC COMMENTS RECEIVED AT
25	INFO@BAYAREAMETRO.GOV BY 5:00 P.M. YESTERDAY WILL BE POSTED TO





- 1 THE ONLINE AGENDA AND ENTERED INTO THE RECORD BUT WILL NOT BE
- 2 READ OUT LOUD. IF AUTHORS OF THE WRITTEN CORRESPONDENCE WOULD
- 3 LIKE TO SPEAK, THEY ARE FREE TO DO SO. A ROLL CALL VOTE WILL
- 4 BE TAKEN FOR ALL ACTION ITEMS. PANELISTS AND ATTENDEES SHOULD
- 5 NOTE THAT THE CHAT FEATURE IS NOT ACTIVE.

- 7 RICK RAMACIER, CHAIR: OKAY. I WOULD LIKE TO WELCOME CARTER MAU
- 8 FROM SAN FRANS TO OUR BOARD. WELCOME. I KNOW YOU'RE FAMILIAR
- 9 WITH THINGS WE DISCUSS HERE BUT WELCOME AS A NEW BOARD MEMBER.
- 10 AND AT THIS TIME I WOULD LIKE TO ASK MARTHA IF YOU WOULD
- 11 PLEASE CALL THE ROLL.

12

13 CLERK OF THE BOARD: WILL DO. CHAIR RAMACIER?

14

15 MICHAEL HURSH, CHAIR: HERE.

16

17 CLERK OF THE BOARD: VICE CHAIR POWERS?

18

19 DENIS MULLIGAN, V. CHAIR: HERE.

20

21 CLERK OF THE BOARD: MEMBER HURSH?

22

23 MICHAEL HURSH: HERE.

24

25 **CLERK OF THE BOARD:** KRANDA?





BETH KRANDA: HERE. CLERK OF THE BOARD: MEMBER MAU? CARTER MAU: HERE. CLERK OF THE BOARD: MEMBER MCMILLAN? THERESE MCMILLAN: HERE. CLERK OF THE BOARD: MEMBER MULLIGAN. DENIS MULLIGAN: HERE. CLERK OF THE BOARD: MEMBER TRAN? SPEAKER: FRANKLIN WONG ATTENDING FOR MEMBER TRAN. CLERK OF THE BOARD: WEBSTER FOR TUMLIN. MONIQUE WEBSTER: MONIQUE WEBSTER FOR JEFF TUMLIN. CLERK OF THE BOARD: WE HAVE A QUORUM.





- 1 MICHAEL HURSH, CHAIR: I WOULD LIKE TO ENTERTAIN A MOTION FOR
- 2 THE CONSENT CALENDAR. WE HAVE 1 ITEM AND THAT'S ADOPTION OF
- 3 THE MINUTES FROM OUR MARCH 2ND, 2021 MEETING.

5 **BETH KRANDA:** SO MOVED.

6

7 MICHAEL HURSH: SECOND.

8

- 9 MICHAEL HURSH, CHAIR: MOTION FROM KRANDA AND SECOND FROM
- 10 HURSH. MARTHA DO WE HAVE ANY PUBLIC COMMENT SUBMITTED ON THIS
- 11 ITEM.

12

- 13 CLERK OF THE BOARD: THERE ARE NO MEMBERS OF THE PUBLIC WITH
- 14 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED
- 15 ON THIS ITEM.

16

- 17 MICHAEL HURSH, CHAIR: THANK YOU VERY MUCH. WOULD YOU PLEASE
- 18 CALL THE ROLL ON THIS?

19

20 CLERK OF THE BOARD: WILL DO. [ROLL CALL VOTE].

21

22 CLERK OF THE BOARD: PASSES UNANIMOUSLY.

- 24 RICK RAMACIER, CHAIR: THAT BRINGS US TO OUR APPROVAL ITEMS.
- 25 FIRST ITEM WILL BE HAVING TO DO WITH CLIPPER 2, A FAIRLY





- 1 SIGNIFICANT ITEM. AND THIS IS TO EXECUTE CONTRACT FOR CLIPPER
- 2 2 CUSTOMER SERVICE, CENTER, WITH WSP USA SERVICES. FOR AN
- 3 AMOUNT JUST UNDER \$20.8 MILLION. AND AT THIS POINT I WOULD
- 4 LIKE TO TURN IT OVER FIRST FOR A PRESENTATION BY MAUREEN
- 5 DEVLIN AND THEN AFTERWARDS AND AFTER PUBLIC COMMENT, WE'LL
- 6 SEEK SOME BOARD ACTION ON THIS. SO WITH THAT I'LL TURN IT OVER
- 7 TO MAUREEN, PLEASE.

- 9 SPEAKER: THANK YOU CHAIR. GOOD AFTERNOON BOARD MEMBERS. I'M
- 10 MAUREEN DEVLIN WITH THE CORPORATE TEAM OF MTC. I DO NOT HAVE A
- 11 PRESENTATION TODAY. I'LL GIVE YOU A HIGH LEVEL SUMMARY OF THE
- 12 MEMO THAT YOU HAVE BEFORE YOU, AND I'LL BEGIN. AND I'LL TAKE
- 13 YOUR QUESTIONS AT THE END. JUST A REMINDER THAT THE NEXT
- 14 GENERATION CLIPPER PROGRAM WAS ENVISIONED BY THIS BOARD AS
- 15 HAVING 4 PROCUREMENTS AND THIS IS ONE OF THEM. THE NEXT
- 16 GENERATION CLIPPER CUSTOMER SERVICE CENTER ITS VISION IS OMNI
- 17 CHANNEL SERVICE CENTER INCORPORATING THINGS SUCH AS CHAT AND
- 18 OTHER FEATURES WE HAVE BEEN WORKING ON THIS PROCUREMENT FOR 2
- 19 YEARS THERE WAS AN RFI LAST YEAR WE HAD 6 RESPONSES AND ISSUED
- 20 THIS RFP IN AUGUST 1ST, 2020. WE HAVE 5 -- SORRY. I HAVE A
- 21 CAT. WE HAVE -- IN SEPTEMBER -- SORRY. MY APOLOGIES. IN
- 22 SEPTEMBER WE HAD A PROPOSERS CONFERENCE AND HAD 50
- 23 PARTICIPANTS AND THE PROPOSAL CLOSED NOVEMBER 19TH AND WE HAD
- 24 2 RESPONSES FROM CUBIC AND WSP. BOTH PROPOSALS WERE FOUND TO
- 25 MIGHT THE MINIMUM CRITERIA AND THE EVALUATION PROCESS BEGAN.





- 1 OUR EVALUATION PANEL COMPRISED OF 7 MEMBERS WE HAVE 4
- 2 REPRESENTATIVES OF TRANSIT OPERATORS AND STAFF FROM MTC
- 3 FASTRAK AND CLIPPER CUSTOMER SERVICE OPERATIONS ASSISTED BY
- 4 THE IBI TECHNICAL GROUP. THE PROPOSERS OR THE EVALUATORS MET
- 5 WITH THE PROPOSERS AND THEN THEY USED EVALUATION CRITERIA TO
- 6 REVIEW THE PROPOSALS AND YOU CAN FIND THIS CRITERIA IN
- 7 ATTACHMENT A. I'LL GIVE YOU A BRIEF SUMMARY OF WHAT THAT WAS
- 8 RIGHT NOW. THE PROPOSERS WERE EVALUATED FOR THEIR
- 9 QUALIFICATIONS AND EXPERIENCE, THE PROPOSAL WAS EVALUATED FOR
- 10 ITS TECHNICAL APPROACH, ITS TRANSITION APPROACH AND ITS
- 11 OPERATIONS AND MAINTENANCE PLAN AND THE PRICE IS EVALUATED ON
- 12 A MATHEMATICAL EVALUATION AND FOR COST EFFECTIVENESS. BOTH,
- 13 AFTER EVALUATION OF THE PROPOSALS, THE MEETING WITH THE
- 14 PROPOSERS, WE ISSUED A REQUEST FOR BEST AND FINAL OFFER OR
- 15 BAFOS TO BOTH CUBIC AND WSP AND THEY RESPONDED ON THE DUE DATE
- 16 OF MARCH 31ST. BOTH PROPOSALS WERE INCREDIBLY STRONG AND VERY
- 17 RESPONSIVE TO CHANGES THAT WE HAD INCORPORATED INTO AN
- 18 ADDENDUM WITH BAFO AND I WANT TO REVIEW SOME OF THESE CHANGES
- 19 BECAUSE THEY'RE VERY IMPORTANT. AS WE HAVE THIS PROCUREMENT
- 20 OPEN AS OF COVID WAS IN EFFECT IT WE MODIFIED POINTS OF
- 21 EXPECTED VOLUME CONTACTS SERVICE HOURS PRICE FOR TRANSITION
- 22 TAKING TIME AND MATERIALS WHICH WOULD BE MORE FLEXIBLE TO PASS
- 23 SOME COST SAVING POSSIBLY TO THE PROGRAM AND REDUCING KPIS
- 24 THAT WOULD BE HARD TO MEET AND IMPORTANTLY ADDING LANGUAGE TO
- 25 POSSIBLY RENEGOTIATING TERMS IF DEMANDS ARE MORE SIGNIFICANT





- 1 THAN WE PROJECTED. IN THE REVIEW OF THE PROPOSALS, CUBIC BRING
- 2 STRONG EXPERIENCE TO THE CLIPPER PROGRAM. WSP BROUGHT TO THE
- 3 PROPOSAL A STRONG TECHNICAL APPROACH FOR WHAT WE ENVISION AS
- 4 THIS OMNI CHANNEL CENTER, AND THIS WAS ALSO COMBINED WITH A
- 5 VERY STRONG VISION AND TRANSITION AND OPERATIONS AND
- 6 MAINTENANCE PLAN WOULD UNFOLD ESPECIALLY AS WE TRANSITION FROM
- 7 C1 TO C 2. AND ALSO WSP DID VERY WELL IN PRESENTING A COST
- 8 EFFECTIVE PRICE PROPOSAL. AND FINALLY WSP ALSO HAS SUBMITTED
- 9 FOR SMALL BUSINESS ENTERPRISE PROGRAM THEY HAVE 27.3 PERCENT
- 10 OF THEIR TEAM PRESENTED BY FIRMS THAT ARE OUALIFIED IN THE
- 11 PROGRAM WITH NAMES THAT ARE FAMILIAR TO YOU AND WSP SCORED
- 12 HIGHER AND YOU CAN SEE THE FULL SCORING IN ATTACHMENT B. SO IF
- 13 THIS -- IF THIS BOARD APPROVES THIS RECOMMENDATION NEXT STEPS
- 14 WOULD BE THAT IT WOULD GO TO OUR OPERATIONS COMMITTEE AND THEN
- 15 UPON THEIR APPROVAL, WE WOULD ENTER INTO NEGOTIATIONS WITH
- 16 WSP. THE GOAL IS TO HAVE WSP JOIN THE C 2 TEAM THIS SUMMER, TO
- 17 BEGIN DESIGN AND DEVELOPMENT OF THEIR OWN CUSTOMER SERVICE
- 18 CENTER, PARTICIPATE IN THE SYSTEM INTEGRATOR DESIGN AND HAVE A
- 19 CUSTOMER CENTER -- CUSTOMER SERVICE CENTER OPERATIONAL BY
- 20 OCTOBER 2022 WHICH IS WHEN TRANSITION WOULD START. THE FULL
- 21 SERVICE O&M WOULD BEGIN IN JULY 20, 2023 AND 4 YEARS OF THAT
- 22 WOULD END JUNE 30TH, 2027 AND THERE ARE UP TO 32 YEAR LONG
- 23 EXTENSIONS TO THAT. 3, 2 YEAR LONG EXTENSIONS. WE HAD
- 24 BUDGETED A SMALL AMOUNT IN 2021 FOR THIS WORK WE BUDGETED 2
- 25 MILLION IN FISCAL YEAR '21, '22 FOR THIS WORK AND YOU HAVE





- 1 ALREADY APPROVED THAT BUDGET. AND WITH THAT, I'LL TAKE ANY
- 2 QUESTIONS. THANK YOU. RAM

- 4 RICK RAMACIER, CHAIR: THANK YOU FOR THAT. OUESTIONS FROM BOARD
- 5 MEMBERS. BEFORE I OPEN UP FOR PUBLIC COMMENT WOULD SOMEBODY
- 6 LIKE TO MAKE A MOTION TO APPROVE THE REQUEST.

7

8 THERESE MCMILLAN: I'LL MAKE THE MOTION MCMILLAN.

9

10 DENIS MULLIGAN, V. CHAIR: SECOND, MULLIGAN.

11

- 12 MICHAEL HURSH, CHAIR: MOTION BY MCMILLAN ON THE FLOOR AND
- 13 SECOND BY MULLIGAN AT THIS TIME. MARTHA, I SEE 2 HANDS RAISED
- 14 FOR PUBLIC COMMENT. COULD WE CALL ON THOSE, PLEASE?

15

- 16 CLERK OF THE BOARD: ALETA YOUR FIRST UP. GO AHEAD AND UNMUTE
- 17 YOURSELF.

- 19 SPEAKER: THANK YOU CHAIR RICK RAMACIER AND MEMBERS. ALETA
- 20 DUPREE FOR THE RECORD. THIS IS GOOD WORK. I THINK WE SHOULD
- 21 APPROVE THIS. I THINK THE THING THAT SPOKE WELL TO ME WAS
- 22 DIVERSE OPTIONS FOR ENGAGEMENT LIKE THE IDEA OF HAVING A CHAT
- 23 FUNCTION. WHENEVER YOU HAVE A PROGRAM, SUCH AS CLIPPER,
- 24 SERVICE IS THE HALLMARK OF MAKING THAT PROGRAM SUCCEED. AND SO
- 25 I ASK THAT AS WE BUILD THIS CONTRACT, THAT WE BUILD LEGENDARY



- 1 AND TRULY RESPONSIVE CUSTOMER SERVICE, WHICH IN SHORT
- 2 PRESENTATION CON INVADE TO BEE BECAUSE THERE WILL BE NEW
- 3 QUESTIONS AND SOME SPEAK ON THE PHONE AND OTHERS ARE FINE WITH
- 4 CHAT AND E-MAIL. I'M LOOKING FORWARD TO US TAKING THIS TO THE
- 5 NEXT LEVEL THAT WE SHOULD VOTE ON THIS. THANK YOU.

6

- 7 RICK RAMACIER, CHAIR: THANK YOU A LIT A MARTHA IT LOOKS LIKE
- 8 ROLAND IS UP NEXT.

9

10 **CLERK OF THE BOARD:** ROLAND?

11

- 12 SPEAKER: THANK YOU VERY MUCH. SO THE FIRST THING THAT REALLY
- 13 CAUGHT MY EYE IS HOW COULD WSP SCORE HIGHER THAN CUBIC? THE
- 14 OTHER THING I WANT TO BRING TO YOUR ATTENTION IS OPERATION
- 15 THERE IS SOME RESEARCH GOING ON IN THE CENTRAL VALLEY WHERE
- 16 WSP AWARDED CONTRACT SPACE ON PARTICIPATION AND AT THE END OF
- 17 THE DAY ALL OF THESE COMPANIES WERE ESSENTIALLY PART OF THE
- 18 WSP. SO I'M GOING TO BE DOING SOME RESEARCH ON OPERATIONS AND
- 19 WRITE TO THE COMMISSION IF I FIND ANYTHING THAT SHOULDN'T BE
- 20 HERE. THANK YOU.

21

- 22 RICK RAMACIER, CHAIR: THANK YOU ROLAND. MARTHA ARE THERE ANY
- 23 OTHER MEMBERS OF THE PUBLIC AT THIS TIME?



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1 CLERK OF THE BOARD: THERE ARE NO MEMBERS OF THE PUBLIC WITH

- 2 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED
- 3 ON THIS ITEM.

4

- 5 RICK RAMACIER, CHAIR: I BELIEVE BOARD MEMBER POWERS WANTS TO
- 6 WEIGH IN.

7

- 8 ROBERT POWERS, VICE CHAIR: THANKS FOR THE HARD WORK, AN
- 9 EXCELLENT PIECE OF WORK I HAVE READ THROUGH THE PACKET HERE SO
- 10 CONGRATULATIONS ON THAT. TALK TO ME A LITTLE BIT ABOUT THE SBE
- 11 PROGRAM. THERE WERE 10 POINTS AVAILABLE IN THE SCORING. AND
- 12 WSP, WHO I'M VERY SUPPORTIVE OF, THEY -- IT LOOKS LIKE THEY
- 13 SCORED OUITE WELL ON THIS THING BUT THEY ONLY GOT 5 OUT OF THE
- 14 10 POINTS AND THAT 50%. SO THAT'S NOT, IN AND OF ITSELF, YOU
- 15 KNOW, NOT THAT GREAT. SO WHAT HAVE THEY -- WHAT HAVE THEY
- 16 COMMITTED TO ON THE SMALL BUSINESS SIDE OF THE HOUSE? AND
- 17 WHERE ARE THE OPPORTUNITIES FOR US AS A BOARD TO MAXIMIZE THIS
- 18 SMALL BUSINESS PARTICIPATION EVEN MORE SO THAN WHAT THAT, YOU
- 19 KNOW, THE 5 OUT OF 10 POINTS MIGHT ALLUDE TO HERE?

- 21 SPEAKER: GREAT QUESTION. SO THIS CONTRACT REALLY HAS 2 MAJOR
- 22 PARTS. IT'S THE DESIGN OF THE CENTER AND WITH INSTALLATION AND
- 23 TRAINING AND THEN YOU GO INTO THE O&M. WSP HAS ACTUALLY
- 24 BROUGHT IN SBES IN BOTH PARTS OF THE CONTRACT BOTH IN THE
- 25 DESIGN, SOME TECHNICAL STAFF AND THEN IN THE LONG-TERM



11

16

22

April 19, 2021

- 1 OPERATIONS AND MAINTENANCE, THEY'RE PROPOSING LOCAL STAFF TO
- 2 SUPPORT THE CUSTOMER SERVICE CENTER. SO I THINK THAT US HAVING
- 3 THE POINTS AVAILABLE AND VENDORS BEING AWARE OF IT IS IN
- 4 ITSELF A MOTIVATION AND THIS IS A GAD -- GOOD EXAMPLE OF HOW
- 5 IT CAN BE LEVERAGED IN DIFFERENT WAYS BOTH IN CAPITAL AND IN
- 6 THEIR PROCUREMENT AND OPERATIONS.

8 ROBERT POWERS, VICE CHAIR: WILL YOU AND YOUR TEAM BE ABLE TO

- 9 FOLLOW THE PERCENTAGES THAT SMALL BUSINESS IS GETTING OUT OF
- 10 THIS 21 MILLION AND BE ABLE TO REPORT BACK TO THIS BOARD?
- 12 SPEAKER: YES. THAT WOULD BE MANAGED BY OUR CONTRACTING GROUP.
- 13 BUT THERE IS FORMS THAT THEY FILL OUT THAT ARE PART OF THE
- 14 CONTRACTING PROCESS AND THEY REPORT IN, I DON'T KNOW IF IT'S
- 15 QUARTERLY OR ANNUALLY.
- 17 ROBERT POWERS, VICE CHAIR: THAT WOULD BE A GOOD UPDATE TO GET
- 18 TO THIS BOARD TO KNOW THAT WE'RE TAKING THE WORK AND PUSHING
- 19 IT DOWN TO SMALL BUSINESSES IN THE BAY AREA. SO HOPEFULLY THIS
- 20 BOARD, AND CHAIRPERSON RAMACIER, THAT YOU CAN SUPPORT THAT AS
- 21 WELL.
- 23 RICK RAMACIER, CHAIR: YEAH. THANKS FOR THE OUESTIONS AND THE
- 24 ANSWERS. JUST SO I'M DOING MY DUE DILIGENCE. WE DO HAVE A





- 1 MOTION ON THE FLOOR. I'M GOING ASK YOU A QUESTION, BOB, DO YOU
- 2 BELIEVE THAT MOTION COVERS WHAT YOU JUST RAISED?

- 4 ROBERT POWERS, VICE CHAIR: IT DOES. YOU KNOW, I'M HAPPY TO
- 5 SUPPORT THE MOTION. AND I SAW MS. KUESTER SHAKING HER HEAD
- 6 THAT THEY WERE GOING TO COME BACK QUARTERLY. I BIG PROJECT
- 7 LIKE THIS BART WOULD COME BACK AT LEAST QUARTERLY TO THE BOARD
- 8 WITH UPDATES, BUT WHATEVER THE PROCESS IS I WANT TO MAKE SURE
- 9 WE DON'T LOSE SIGHT OF THAT BECAUSE. IMPORTANCE OF THE EQUITY
- 10 PIECE IN THIS. SO I'M HAPPY WITH THE MOTION AS IT IS, RICK.

11

- 12 RICK RAMACIER, CHAIR: OKAY. THAT'S GOOD. WITH THAT SEEING NO
- 13 MORE HANDS UP MARTHA I WOULD LIKE TO CALL THE QUESTION,
- 14 PLEASE.

15

16 CLERK OF THE BOARD: WILL DO. [ROLL CALL VOTE].

17

18 CLERK OF THE BOARD: IT PASSES UNANIMOUSLY.

19

- 20 RICK RAMACIER, CHAIR: ITEM 3B CLIPPER 2 YEAR BUDGET AND WORK
- 21 PLAN OUR SECOND TIME REVIEWING THIS AND I BELIEVE THIS TIME
- 22 YOU'RE GOING ASK FOR ADOPTION. I'LL TURN IT OVER TO YOU.

- 24 EDWARD MENG: THANK YOU CHAIR RAMACIER. THANK YOU FOR REMINDING
- 25 US THAT WE BROUGHT THIS TO THE BOARD LAST MONTH AND WE'RE





- 1 SEEKING ADOPTION IN APPROVAL OF THE WORK PLAN. I WILL PROVIDE
- 2 UPDATES ON THE ITEM AS PRESENTED LAST MONTH AND BASED ON
- 3 FEEDBACK WE'RE COMMITTED RETURNING TO THIS BOARD ASSEMBLE
- 4 ANNUALLY TO UPDATE YOU ON THE BUDGET INCLUDING CHANGES TO THE
- 5 OVERALL BUDGET THAT MEANS WE WOULD RETURN IN OCTOBER OR
- 6 NOVEMBER OF THIS YEAR WITH AN INFORMATIONAL ITEM ON THE
- 7 BUDGET. SO ALSO BASED ON THE FEEDBACK FROM THE BOARD AT LAST
- 8 MONTH'S MEETING ON THE DISCUSSION OF THE RTC PROGRAM BEING
- 9 ADMINISTERED UNDER CLIPPER WE INCLUDED EXPECTED COST FOR RTC
- 10 INTEGRATION WITH CLIPPER AND IDENTIFIED THE FUND SOURCES TO BE
- 11 USED. I BELIEVE THAT IS ROW 21 OF THE CAPITAL BUDGET INCLUDES
- 12 AROUND \$200,000 IN STA FUNDS THEN WE ALSO INCLUDED THE
- 13 ADMINISTRATIVE FEES WHICH AS DISCUSSED BY THE BOARD LAST
- 14 MONTHS ARE EXPECTED TO BE CONTINUED TO BE SPLIT AMONGST THE
- 15 OPERATORS BASED ON THE CURRENT FORMULA WE ALSO RECOGNIZE THE
- 16 NEED TO ADDRESS OUR CURRENT GAP FOR OPERATION IN 2 YEARS AND
- 17 BEYOND AND THEN THE NEED TO MAKE SURE THAT BOTH CLIPPER
- 18 SYSTEMS THE CLIPPER 1 CAR BASED SYSTEM AND THE CLIPPER
- 19 ACCOUNT-BASED SYSTEM ARE FUNDED AND THEY WILL BE OPERATING IN
- 20 PARALLEL FOR A COUPLE OF YEARS BEFORE THE FULL TRANSITION TO
- 21 THE ACCOUNT-BASED SYSTEM AND SUBSEQUENT SHUT DOWN. WE HOPE TO
- 22 PROVIDE AN UPDATE ON THIS WHEN WE RETURN TO THE BOARD ON THIS
- 23 ITEM IN 6 MONTHS. SO WITH THOSE UPDATES WE'RE HAPPY TO TAKE
- 24 ANY QUESTIONS ON THE CLIPPER BUDGET AS MENTIONED BEFORE WE'RE
- 25 COMMITTED TO RETURNING TO THIS BOARD IN OCTOBER OR NOVEMBER OF



THIS YEAR ON THE PROGRESS OF THE BUDGET, AND WE'RE ASKING FOR 1 2 YOUR APPROVAL. 3 RICK RAMACIER, CHAIR: THANK YOU. ANY OUESTIONS FROM BOARD 4 5 MEMBERS OF ED? OKAY. I'M NOT SEEING ANY. WOULD ANYBODY LIKE TO MAKE A MOTION TO APPROVE THE BUDGET AS PRESENTED BY ED? 6 7 8 BETH KRANDA: SO MOVED. 9 RICK RAMACIER, CHAIR: THANK YOU BETH. DO I HEAR A SECOND? 10 11 DENIS MULLIGAN, V. CHAIR: SECOND. 12 13 RICK RAMACIER, CHAIR: MOTION FROM KRANDA AND SECOND FROM 14 MULLIGAN. MARTHA ANY PUBLIC COMMENT ON THIS ITEM? 15 16 CLERK OF THE BOARD: THERE ARE NO MEMBERS OF THE PUBLIC WITH 17 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED 18 19 ON THIS ITEM. 20 RICK RAMACIER, CHAIR: THANK YOU VERY MUCH. WOULD YOU PLEASE 21 22 CALL THE ROLL ON THE ITEM? 23 CLERK OF THE BOARD: WILL DO. [ROLL CALL VOTE]. IT PASSES 24

25

UNANIMOUSLY.





1 RICK RAMACIER, CHAIR: THANK YOU VERY MUCH. THAT BRINGS US TO 2 3 ITEM 3C, WHICH HAS TO DO WITH THE IN-PERSON CUSTOMER SERVICE CENTER'S IPCSC CONTRACT ACTIONS. CONTRACT AMENDMENT WITH 4 5 FANEUIL, INC. (\$435,000). CONTRACT AMENDMENT - NEMATODE HOLDINGS, LLC (\$300,000); AND FUNDING AGREEMENT AMENDMENT -6 7 ALAMEDA-CONTRA COSTA TRANSIT DISTRICT (\$250,000) 8 SPEAKER: WE ARE ASKING TO CONTINUE SUPPORT AT THE BAY 9 {INDISCERNIBLE] STORE AT THE SAN FRANCISCO FERRY BUILDING AS 10 YOU MENTIONED AS WELL AS WE ARE ASKING TO HAVE CONTINUED 11 SUPPORT FOR CLIPPER CUSTOMER SERVICE CENTER AT EMBARCADERO AND 12 BART MUNI METRO STATION AND AC TRANSIT AND OAKLAND 13 HEADQUARTERS ALL CONTRACTS SPENDING ACTIONS WERE CONTEMPLATED 14 IN A 2 YEAR CLIPPER BUDGET AND WORK PLAN APPROVED CUSTOMER 15 16 SERVICE CENTERS ISSUE NEW ADULT YOUTH SENIOR CLIPPER CARDS REGISTERED CARDS REPLACE ELIGIBLE CARDS. SERVICE CENTERS 17 PROVIDE A CONVENIENT LOCATION TO PROVIDE CARDS SO TRANSIT 18 RIDERS HAVE ACCESS TO CLIPPER INCLUDING DISCOUNTS PROTECTIONS 19 AND AVOIDANCE OF SURCHARGES FOR CASH PAYMENT. AS RIDERSHIP 20 21 VOLUMES DECLINED THIS PAST YEAR WHILE REFLECTING GENERAL 22 DECLINES IN TRANSIT REVENUE THIS WAS A VITAL RESOURCE TO 23 RIDERS AND PEOPLE DEPEND ON TRANSIT FOR ESSENTIAL TRIPS IT IS VERY INTERESTING TO TALK TO OUR ONSITE MANAGERS THIS YEAR AND 24

HE STORIES OF STAFF REPORTING HOW THEY ASSISTED SENIORS FOR



- 1 EXAMPLE, WHO EXPRESSED RELIANCE ON CLIPPER CARD DISCOUNTS TO
- 2 GET TO FOOD PANTRIES AND OTHER SERVICES DURING THE PANDEMIC SO
- 3 IT WASN'T THE NUMBERS SO MUCH BUT IT WAS THE QUALITY OF CARE
- 4 ESPECIALLY TO OUR SENIOR POPULATIONS DURING THIS TIME. SO
- 5 THESE CUSTOMER SERVICE LOCATIONS ALSO HAVE DISTRIBUTED
- 6 HUNDREDS OF CLIPPER START BROCHURES LISTED WITH THE CLIPPER
- 7 MEANS-BASED LAUNCH IN 2020 SO THESE VISIBLE LOCATIONS PUT SOME
- 8 EYES ON THE BROCHURE SO PEOPLE WHO MIGHT NOT BE ONLINE STILL
- 9 GET -- ARE AWARE OF THIS DISCOUNT THAT'S AVAILABLE NOW. SO
- 10 WE'RE RECOMMENDING APPROVAL FOR THESE CONTRACT ACTIONS TO
- 11 MAINTAIN CLIPPER IN-PERSON CUSTOMER SERVICE SUPPORT AT ITS
- 12 HISTORICAL LEVELS AND TO HELP SERVE RETURNING TRANSIT RIDERS
- 13 IN FISCAL YEAR 2021, '22.
- 15 RICK RAMACIER, CHAIR: ALL RIGHT THANK YOU KELLY. ANY QUESTIONS
- 16 FROM BOARD MEMBERS?
- 18 MICHAEL HURSH: CHAIR, I'LL MOVE APPROVAL.
- 20 RICK RAMACIER, CHAIR: THANK YOU MR. HURSH. IS THERE A SECOND?
- 22 ROBERT POWERS, VICE CHAIR: SECOND.
- 24 CLERK OF THE BOARD: KRANDA I HEARD FIRST. MOTION AND SECOND.
- 25 MARTHA ANY PUBLIC COMMENT SUBMITTED ON THIS ITEM.

14

17

19

21





- 2 CLERK OF THE BOARD: THERE ARE NO MEMBERS OF THE PUBLIC WITH
- 3 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED
- 4 ON THIS ITEM.

5

- 6 RICK RAMACIER, CHAIR: OKAY THANK YOU. CAN WE PLEASE HAVE THE
- 7 ROLL CALL ON THIS ITEM.

8

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

10

- 11 RICK RAMACIER, CHAIR: THANK YOU. THAT BRINGS US TO OUR LAST
- 12 ACTION ITEM OF THE DAY. AGENDA ITEM 3D ANOTHER CONTRACT
- 13 AMENDMENT THIS IS FOR CUSTOMER RESEARCH EDUCATION AND OUTREACH
- 14 FOR THE CLIPPER PROGRAM AND THIS IS WITH MIG FOR \$1.5 MILLION,
- 15 AND LYSA HALE IS GOING TO PRESENT ON THIS ITEM. LISA.

- 17 LYSA HALE: THANK YOU CHAIR. I'M HAPPY TO PRESENT ABOUT THIS.
- 18 MTC ENGAGES CONTRACTORS TO ASSIST WITH THE IMPLEMENTATION OF
- 19 CUSTOMER RESEARCH, EDUCATION, AND OUTREACH INITIATIVES TO
- 20 BENEFIT CURRENT AND POTENTIAL CLIPPER CUSTOMERS. THIS INCLUDES
- 21 SUPPORTING TRANSIT OPERATOR FARE POLICY AND SERVICE CHANGES
- 22 THAT CREATE DEMAND FOR CLIPPER CARDS AND INFORMATION. MIG WAS
- 23 PART OF THE PREOUALIFIED ELECTRONIC PAYMENT IMPLEMENTATION AND
- 24 OPERATIONS CONSULTANT BENCH COMPETITIVELY SELECTED BY MTC IN
- 25 MAY 2016 THIS BENCH EXPIRES JUNE 30TH, 2021 BUT WE HAVE



- 1 PERCEIVED APPROVAL OF THE SOLE SOURCE JUSTIFICATION FOR
- 2 COMPELLING BUSINESS REASONS CONTINUITY AND PROMOTION OF THE
- 3 CLIPPER MOBILE PAYMENT PROPOSED CONTRACT AMENDMENT SUPPORTING
- 4 OPERATIONAL CHANGES MANAGING TO REPORT CLIPPER SOCIAL MEDIA
- 5 PROGRAM. CONTINUED PROPOSAL OF THE CLIPPER APP AND MOBILE FARE
- 6 PAYMENT AND CONTINUE PROPOSAL OF THE CLIPPER START PROGRAM.
- 7 THE PROPOSED CONTRACT AMENDMENT WOULD ADD \$1,500,000 DOLLARS
- 8 TO THE CONTRACT AND WOULD EXTEND THE PERIOD OF PERFORMANCE TO
- 9 JUNE 30TH, 2022. STAFF RECOMMEND THAT IS THE CLIPPER EXECUTIVE
- 10 BOARD APPROVE THIS AMENDMENT.
- 12 RICK RAMACIER, CHAIR: THANK YOU LISA. DO WE HAVE ANY QUESTIONS
- 13 FROM BOARD MEMBERS, OF LISA? OKAY. I AM NOT SEEING ANY. OH
- 14 DENIS?

11

15

- 16 DENIS MULLIGAN, V. CHAIR: I HAVE 1 QUESTION. WHAT WAS THE
- 17 ORIGINAL CONTRACT AMOUNT?
- 19 LYSA HALE: GOOD QUESTION. IT WAS BACK IN 2016 SO I CAN'T
- 20 ACTUALLY TELL YOU OFF THE TOP OF MY HEAD. I KNOW OUR MOST
- 21 RECENT, NOT INCLUDING THE -- NOT INCLUDING THE SPECIAL FUNDING
- 22 THAT WE HAD SET-ASIDE FOR MOBILE MARKETING, OUR REGULAR
- 23 CONTRACT LAST YEAR WAS 1.335 MILLION, AND IT'S ROUGHLY THE
- 24 SAME THIS YEAR WHEN YOU FACTOR IN, THAT WAS NOT INCLUDING
- 25 CLIPPER START, THIS YEAR IS INCLUDING CLIPPER START.





- 2 DENIS MULLIGAN, V. CHAIR: IS IT SAFE TO SAY THE CURRENT
- 3 CLIPPER CONTRACT AFTER THIS WILL BE SEVERAL TIMES THE ORIGINAL
- 4 CONTRACT AMOUNT?

5

- 6 LYSA HALE: YOU KNOW, I DON'T KNOW IF KELLY CAN HELP ME ANSWER
- 7 THAT QUESTION. DO YOU RECALL OFF THE TOP OF YOUR HEAD, KELLY?
- 8 SHE'S STILL THERE.

9

- 10 SPEAKER: I'M TRYING TO THINK TOO. IT'S ALWAYS AN ANNUAL
- 11 CONTRACT, BUT HISTORICALLY, WE DO CONTINUE TO RENEW THESE
- 12 EVERY YEAR, LIKE YOU SAID, AROUND THE SAME 1.25 TO 1.5
- 13 MILLION, BUT YEAH, IF WE EXECUTED THE ORIGINAL 2016, IT'S
- 14 APPROXIMATELY 5 TIMES LARGER THAN THE INITIAL AGREEMENT.

- 16 CAROL KUESTER: IF I COULD JUST CHIME IN, I THINK, DENIS, YES,
- 17 I MEAN, THE DOLLAR VOLUMES THAT WE'RE TALKING ABOUT NOW AT
- 18 THIS STAGE IN THE GAME WITH CLIPPER START AND MOBILE ARE
- 19 HIGHER BUT A COUPLE OF THINGS THAT MIGHT PUT YOUR HEAD AT EASE
- 20 IS HEY WAIT A MINUTE WE ORIGINALLY GOT APPROVAL FOR A MUCH
- 21 MORE MODEST DOLLAR AMOUNT AND WE'RE ARE JUST ADDING AND ADDING
- 22 THROUGH THIS PARTICULAR CONTRACT. I GUESS, 3 THINGS, 1, WE DO
- 23 NEED SOME CONTINUITY HERE IN ORDER TO GET THESE INITIATIVES
- 24 PROPERLY MARKETED. 2, A LOT OF THE FUNDING THAT WE'RE
- 25 REQUESTING ARE SIGNIFICANT PASS THROUGH COSTS RELATED TO THE





- 1 COST OF PURCHASING MEDIA, AND I AM SURE LISA CAN SPEAK MORE TO
- 2 THAT, AND 3, I JUST WANT TO ASSURE THAT YOU WE DID JUST
- 3 RECENTLY REFRESH A MARKETING BENCH OF CONSULTANTS AND
- 4 CONTRACTORS, SO WE DO HAVE VEHICLES FOR SHARING THE WEALTH ON
- 5 THIS WORK. BUT, I MEAN -- WE COULD CERTAINLY GET BACK TO YOU
- 6 ON WHAT THE BASE CONTRACT AMOUNT WAS, WHICH WAS YOUR SPECIFIC
- 7 OUESTION.

- 9 DENIS MULLIGAN, V. CHAIR: THANKS. I APPRECIATE THE CONTEXT AND
- 10 BACKGROUND. THAT WAS VERY HELPFUL. THANK YOU.

11

- 12 CAROL KUESTER: AND I WOULD LIKE TO NOTE THIS WEEKEND, I SAW A
- 13 BUS RIGHT OUT HERE IN MY NEIGHBORHOOD FULLY PLASTERS WITH
- 14 CLIPPER START SO THOSE DOLLARS ARE OUT THERE DOING THEIR JOB.

15

- 16 RICK RAMACIER, CHAIR: OKAY. THANK YOU. THANK YOU STAFF FOR
- 17 THOSE ANSWER. THANK YOU DENIS. BOB?

18

- 19 ROBERT POWERS, V. CHAIR: LISA, MAYBE I WASN'T PAYING ATTENTION
- 20 VERY CLOSELY BUT MAYBE I JUST MISSED T THE PRIOR ACTION ITEM,
- 21 THE AMENDMENTS WERE GOOD. THERE WAS A DATE SPECIFIC, THEY WERE
- 22 GOOD THROUGH JUNE 30, 2022. IS THIS THE SAME CONCEPT THIS IS
- 23 VALID THROUGH 30 JUNE 2022, AND I JUST MISSED THAT?

24

25 LYSA HALE: THAT'S CORRECT.





1 2 ROBERT POWERS, V. CHAIR: COPY THAT. 3 RICK RAMACIER, CHAIR: THANK YOU BOB. THANK YOU LISA. ANY MORE 4 5 OUESTIONS FROM BOARD MEMBERS? OKAY. I HAVE TO ADMIT I DON'T RECALL IF WE HAVE A MOTION YET ON THIS ON THE FLOOR OR NOT? 6 THANK YOU MARTHA. IT'S MONDAY. ANYWAY. I'M HAVING A DIFFICULT 7 8 TIME GETTING GOING AND IT'S ALREADY 2:30 WOULD SOMEBODY LIKE TO MAKE THE MOTION 9 10 THERESE MCMILLAN: I'LL MOVE. MCMILLAN. 11 12 RICK RAMACIER, CHAIR: SECOND? 13

14

15 ROBERT POWERS, V. CHAIR: I'LL SECOND. POWERS.

17 RICK RAMACIER, CHAIR: MARTHA BEFORE WE TAKE ACTION ON THE

- 18 MOTION IS THERE ANYONE FROM THE PUBLIC WHO WOULD LIKE TO
- 19 COMMENT?

16

20

24

21 CLERK OF THE BOARD: THERE ARE NO MEMBERS OF THE PUBLIC WITH

- 22 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED
- 23 ON THIS ITEM.

25 RICK RAMACIER, CHAIR: OKAY. THEN CAN WE PLEASE TAKE THE VOTE?





- 2 CLERK OF THE BOARD: WILL DO. [ROLL CALL VOTE]. IT PASS
- 3 UNANIMOUSLY.

4

- 5 RICK RAMACIER, CHAIR: THANK YOU. THAT BRINGS US TO AGENDA ITEM
- 6 4A WHICH IS THE CURRENT CLIPPER UPDATE BY JASON WEINSTEIN.
- 7 JASON?

8

- 9 JASON WEINSTEIN: THANKS CHAIR RAMACIER. JASON WEINSTEIN WITH
- 10 CLIPPER START IN TERMS OF TRANSACTION AS SALES WE'RE SEEING AN
- 11 INCREASE IN TRANSACTION EACH MONTH CLIPPER PROCESSED 4 MILLION
- 12 TRANSACTIONS AND JUST OVER \$8 MILLION IN REVENUE FOR MARCH AS
- 13 OF APRIL 1ST THERE ARE OPERATORS STILL OFFERING FARE FREE
- 14 TRAVEL DUE TO COVID-19 I BELIEVE OPERATORS ARE PROVIDING FREE
- 15 TRAVEL TO PEOPLE WHO ARE OBTAINING THEIR COVID-19 VACCINES. WE
- 16 WERE PLANNING ON SENDING OUT A SURVEY TO OPERATORS TO GATHER
- 17 THIS INFORMATION. WHEN WE GET THAT, WE'LL REPORT BACK.

18

- 19 ROBERT POWERS, V. CHAIR: JASON, NOT TO INTERRUPT YOUR
- 20 PRESENTATION. IT WAS A BIG TOPIC WITH FTA, THERE WAS A BIG
- 21 MEETING THE OTHER DAY ON IT. HURSH WAS ON IT, I WAS ON IT,
- 22 SEVERAL OTHER PEOPLE WERE ON IT SO I'M TRACKING ON IT.

- 24 JASON WEINSTEIN: I'M HAPPY TO SHARE THAT INFORMATION THAT WE
- 25 GET BACK FROM OPERATORS AND PROVIDE IT.





2 ROBERT POWERS, V. CHAIR: COPY THAT. THANK YOU.

3

- 4 JASON WEINSTEIN: SURE. IN TERMS OF CLIPPER CUSTOMER EDUCATION
- 5 OUR ADVERTISEMENT AS YOU HEARD FROM LISA IN THE LAST
- 6 PRESENTATION, WE'RE DOING OUTREACH FOR CLIPPER START AND
- 7 REMAINING EFFORTS HAVE BEEN FOCUSED PLANNING FOR THE MOBILE
- 8 APP. IN TERMS OF IMPLEMENTATION AND ENHANCEMENT PROJECTS I
- 9 MENTIONED THAT CALTRAIN, TVM INTEGRATION LAST MONTH I WANT TO
- 10 REITERATE THAT CALTRAIN PLANS TO UPGRADE ANOTHER 21TVMS TO BE
- 11 INTEGRATED WITH CLIPPER OVER THE SUMMER. AND THAT IS MY
- 12 REPORT. I AM HAPPY TO ANSWER ANY QUESTIONS.

13

- 14 RICK RAMACIER, CHAIR: THANK YOU JASON. ANY QUESTIONS FROM
- 15 BOARD MEMBERS, OF JASON'S REPORT?

16

- 17 THERESE MCMILLAN: YES THIS IS THERESE. I HAVE A QUESTION MAYBE
- 18 DIRECTED TO BOB. OUT OF CURIOSITY. WAS THE FTA WANTING TO HAVE
- 19 A REPORT ON WHAT WAS HAPPENING ON REGION 9 OPERATOR IN THIS
- 20 SPACE OR DID THEY HAVE ANY SPECIFIC CONCERNS.

- 22 ROBERT POWERS, V. CHAIR: THE FORMER [INDISCERNIBLE] HAD A
- 23 WEBINAR WHATEVER YOU WANT TO CALL IT AND IT WAS FROM ALL OVER
- 24 THE REGION AND IT WAS HOW TRANSIT OPERATORS ARE PLUGGED INTO
- 25 HELPING FACILITATE THE VACCINATION PROCESS, WHETHER PROVIDING





- 1 A SPACE OR GIVING RIDES OR WHAT THEY'RE DOING, AND THEN IT
- 2 KIND OF -- THAT TOPIC KIND OF MORPHED INTO WHAT PEOPLE ARE
- 3 DOING ON FACE MASKS AND TESTING AND THAT, BUT YOU'RE RIGHT,
- 4 IT'S THE FORMER, WHAT, IN THAT SPACE, WHAT WE'RE DOING. IT WAS
- 5 GOOD. IT WAS QUITE INFORMATIVE.

7 THERESE MCMILLAN: GREAT.

8

- 9 RICK RAMACIER, CHAIR: OKAY. ANY OTHER QUESTIONS FOR JASON ON
- 10 THIS? MARTHA DO WE HAVE ANY PUBLIC COMMENT ON THIS ITEM?

11

- 12 CLERK OF THE BOARD: THERE ARE NO MEMBERS OF THE PUBLIC WITH
- 13 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED
- 14 ON THIS ITEM.

15

- 16 RICK RAMACIER, CHAIR: THANK YOU. THAT BRINGS US TO ITEM 4B
- 17 WHICH IS AN UPDATE ON THE NEXT GENERATION CLIPPER PROJECT, AND
- 18 THAT'S JASON AGAIN.

- 20 JASON WEINSTEIN: THANKS AGAIN. CHAIR RAMACIER. SO, IN TERMS OF
- 21 NEXT GENERATION CLIPPER ATTACHMENT A TO THIS MEMO INCLUDES THE
- 22 STATUS REPORT THAT WE GIVE TO YOU MONTHLY IT SHOWS THE HIGH
- 23 LEVEL SCHEDULE RECENTLY COMPLETED ACTIVITIES AND THE UPCOMING
- 24 DELIVERABLES ATTACHMENT A HAS BEEN A LITTLE BIT LONGER BECAUSE
- 25 WE'RE CONTINUING THROUGH A MEETING INTENSIVE PORTION OF THE





- 1 PROJECT. FEW THINGS I WANT TO HIGHLIGHT REVIEW OF DESIGN
- 2 DOCUMENTS AND CONTINUED PARTICIPATION BY TEAM CLIPPER AND
- 3 TRANSIT OPERATOR STAFF IN THE WORKSHOPS HAS BEEN ROBUST SO WE
- 4 APPRECIATE THAT. PRECISELY DESIGN REVIEW COMMENTS WERE SENT
- 5 BACK TO CUBIC IN EARLY APRIL ON A PORTION OF THE PDR
- 6 DOCUMENTS. AND FOR THE BIG THING, WITH REGARD TO MOBILE, I
- 7 THINK HOPEFULLY EVERY KNOWS THAT WE LAUNCHED ON IPHONE ON
- 8 THURSDAY LAST WEEK. WE HAVE HAD TENS OF THOUSANDS OF CARDS
- 9 EITHER CREATED WITHIN THEIR PHONE OR TRANSFERRED TO THE APPLE
- 10 WALLET. WE'RE STILL VALIDATING THE NUMBERS DUE TO SOME LATENCY
- 11 ISSUES I DON'T HAVE EXACT NUMBERS FOR YOU BUT WE HAVE GOTTEN
- 12 SOME POSITIVE FEEDBACK. I WOULD LIKE TO SHARE IF YOU WILL
- 13 INDULGE ME FOR A MOMENT, TWEETS THAT WERE VERY HEART WARMING,
- 14 I SUPPOSE. 1 GOES, YEAH, I PUT MY CLIPPER CARD ON MY APPLE
- 15 WATCH. AND ANOTHER SAYS, AS SOMEONE WHO HAS LOST THEIR FAIR
- 16 SHARE OF CLIPPER CARDS THIS WILL TOTALLY COME IN HANDY.
- 17 ANOTHER 1, JUST USED FOR THE FIRST TIME AND IT'S SEE SIMPLE,
- 18 OUICK, I'M THRILLED LOTS OF HAND CLAPPING, THANKS TO LOTS OF
- 19 PEOPLE. AND LASTLY, THIS IS GREAT, I TRULY HAVE BEEN WANTING
- 20 THIS. THANK YOU. SO I JUST WANTED TO SHARE SOME OF THE SORT
- 21 OF, OF COURSE, NOT EVERYTHING IS GOING TO BE ALWAYS POSITIVE,
- 22 BUT THERE ARE SOME WONDERFUL THINGS BEING SAID SO I WANTED TO
- 23 SHARE THAT WITH YOU. I ALSO WANTED TO, IF YOU WILL INDULGE ME
- 24 SINCE WE HAVE A COUPLE OF MINUTES, TO SHOW YOU THE CLIPPER WEB
- 25 SITE, AND HOW PEOPLE CAN GET INFORMATION ABOUT GETTING CLIPPER



- 1 ON THEIR PHONE. SO I'M JUST GOING TO SHARE MY SCREEN FOR A
- 2 MOMENT AND REALLY BRIEFLY WALK YOU THROUGH A COUPLE OF PAGES
- 3 ON THE CLIPPER WEB SITE AND THAT WILL BE MY REPORT AND HAPPY
- 4 TO ANSWER QUESTIONS. HERE WE GO. ALL RIGHTY. OKAY. SO I'LL
- 5 GIVE THAT A SECOND. SO YOU CAN SEE WE'RE HERE AT CLIPPER
- 6 CARD.COM, AND RIGHT IN THE MIDDLE OF THE WEB SITE NOW, YOU
- 7 WILL SEE A BANNER THAT SAYS CLIPPER'S ON YOUR PHONES.

8

- 9 LYSA HALE: JASON, I DON'T THINK WE'RE SEEING IT YET. THE
- 10 CLIPPER APP?

11

- 12 SPEAKER: WE'RE NOT SEEING YOUR SCREEN. UNFORTUNATELY IT'S NOT
- 13 SHOWING THE WEB PAGE.

14

15 CAROL KUESTER: I KNOW JASON IS GOOD AT THIS.

16

- 17 CLERK OF THE BOARD: DID A NEW SCREEN POP-UP IF SO THAT MIGHT
- 18 BE WHY WE'RE NOT SEEING IT. SO USE THE SHARE SCREEN THAT'S ON
- 19 THE TOP LEFT OF THE OPTIONS.

20

21 JASON WEINSTEIN: OKAY. I'M CRAZY RIGHT NOW.

22

23 CAROL KUESTER: THERE YOU GO.

24

25 JASON WEINSTEIN: SO I CAN TRY AGAIN.





1
2 CAROL KUESTER: YOU HAD IT FOR A MOMENT.

3

- 4 JASON WEINSTEIN: I DID? LET ME TRY AGAIN. I WILL SHARE MY
- 5 SCREEN THIS WAY. HOW ABOUT THAT? YOU CAN SEE THAT NOW?

6

7 CAROL KUESTER: YES.

- 9 JASON WEINSTEIN: HERE IS THE MAIN PAGE OF THE CLIPPER WEB SITE
- 10 AND WE HAVE INSERTED A BANNER INTO THE MIDDLE OF THE PAGE AND
- 11 ITS CLIPPER'S ON YOUR PHONE AND IT LINKS TO A WHOLE BUNCH OF
- 12 PAGES. YOU CLICK ANYWHERE ON THIS BANNER AND IT WILL TAKE YOU
- 13 TO THIS SCREEN RIGHT HERE. YOU CAN LEARN MORE ABOUT THE
- 14 CLIPPER APP IT JUST SCROLLS DOWN A LITTLE BIT. I'LL SCROLL
- 15 BACK UP TO THE TOP AND HOW TO PAY WITH YOUR PHONE, WHICH WILL
- 16 TAKE YOU RIGHT HERE AND YOU CAN SEE IF YOU WANT TO CLICK ON
- 17 APPLE PAY HERE, IT GIVES YOU VERY DETAILED INSTRUCTIONS ABOUT
- 18 HOW TO USE CLIPPER ON YOUR IPHONE OR YOUR WATCH AND IT HAS
- 19 ALSO INFORMATIONAL THINGS HERE, WHICH I WON'T NECESSARILY GO
- 20 THROUGH. I'M GOING TO GO BACK 1 PAGE. AND THEN YOU WILL SEE
- 21 HERE, GOOGLE PAY IT SAYS COMING SOON. I CAN TELL YOU RIGHT NOW
- 22 THAT OUR PLAN IS TO LAUNCH IN MAY ON GOOGLE. I DON'T HAVE A
- 23 SPECIFIC DATE FOR YOU, BUT DEFINITELY IN MAY. AND WE'RE
- 24 WORKING CLOSELY WITH OPERATORS AND YOUR STAFF TO MAKE SURE
- 25 THAT WE'RE ALL ON THE SAME PAGE. I WILL STOP SHARING. UNLESS



- METROPOLITAN TRANSPORTATION COMMISSION Meeting Transcript
 - PEOPLE WANT TO ASK ME OUESTIONS ABOUT THIS? IN WHICH CASE, 1
 - 2 I'LL LEAVE IT UP. THAT IS MY REPORT. YOU CAN GUYS HEAR ME?

- RICK RAMACIER, CHAIR: YEAH. JASON, JUST UNMUTING. DENIS YOU 4
- 5 HAVE YOUR HAND UP.

6

- DENIS MULLIGAN: IT'S BEEN A LONG ROAD AND YOU HAVE PULLED IT 7
- 8 OFF ADMIRABLY. SO MY HAT IS OFF TO YOU. THANK YOU.

9

JASON WEINSTEIN: THANKS DENIS. 10

11

RICK RAMACIER, CHAIR: MICHAEL? 12

13

- MICHAEL HURSH: ON 1 OF THOSE THOUSANDS OF TRANSFERS IT WAS 14
- 15 SEAMLESS EASY TO FOLLOW WORK CONGRATULATIONS A HUGE LIST AND
- 16 SUPER EXCITING.

- RICK RAMACIER, CHAIR: ANYBODY ELSE WITH OUESTIONS OR COMMENTS 18
- 19 ON JASON'S REPORT? WELL JASON I'LL JUST ADD THAT, YOU KNOW, I
- HEARD SOMEWHERE -- I DON'T KNOW WHERE I HEARD THIS EXACTLY --20
- 21 THAT THE APP IS GOING GO LIVE AT 10:00 A.M. ON THURSDAY, AND I
- COULD ANNOUNCE IT TO FOLKS AT 1001. WE WERE RIGHT IN THE HEART 22
- 23 OF OUR BOARD MEETING AND I ANNOUNCED IT AND MY BOARD MEETING
- SORT OF CAME TO A STOP WHILE ALL MY BOARD MEMBERS TRIED TO 24
- DOWNLOAD THE APP AND IN TURN 1 WOULD SAY HEY MY DOWNLOADED. I 25





- 1 HAVE THE APP. IT WAS A PRETTY BIG DEAL WITH THE CONTRA COSTA
- 2 LOCAL OFFICIALS SO WELL DONE TO YOU AND CAROL AND THE ENTIRE
- 3 TEAM. SO THAT WAS A GOOD DAY OUT HERE.

- 5 CAROL KUESTER: RICK, FURTHER TO THAT, I THINK WE COULD, YOU
- 6 KNOW, I'LL JUST SAY THERE WAS A LOT TO NAVIGATE HERE, WE'RE
- 7 NOT REALLY CALLING THIS A PUBLIC PRIVATE PARTNERSHIP
- 8 INITIATIVE, BUT BOY IS IT. NOT ONLY ARE WE, YOU KNOW, VERY
- 9 THANKFUL TO THE INCREDIBLE HARD WORK OF OUR CONTRACTOR CUBIC
- 10 ON THIS SCORE, BUT OF COURSE, WE ALSO HAD TO WORK VERY, VERY
- 11 CLOSELY WITH APPLE IN THIS CASE. AND I THINK YOU ALL KNOW THAT
- 12 THAT CREATED A FEW WRINKLES IN OUR TYPICAL PROCESS, BECAUSE WE
- 13 WERE VERY MUCH SUBJECT TO AN NDA AND WORKING WITH A COMPANY
- 14 THAT WAS VERY MUCH EXCITED ABOUT SURPRISING AND DELIGHTING
- 15 THEIR CUSTOMERS IN A WAY THAT THEY VERY TIGHTLY CONTROLLED. SO
- 16 I'M REALLY GLAD THAT WE WERE ABLE TO THREAD THE NEEDLE THERE.
- 17 BUT THE EXPERIENCE THAT YOU DESCRIBED, RICK, I THINK WE WANT
- 18 EVERYONE TO HAVE. SO AS WE LOOK TO THE MAY LAUNCH WE WANT TO
- 19 TRY A LITTLE BIT HARDER TO MAKE SURE THAT WE GET INTO YOUR
- 20 HANDS MATERIAL THAT YOU CAN USE TO SHARE GOOD NEWS WITH YOUR
- 21 BOARD TIMELY. I KNOW WE HAD A LITTLE BIT OF A LAST MINUTE
- 22 SCRAMBLE WITH BART, AND SO, ANYWAY, EVERY STEP OF THE WAY, WE
- 23 INTEND TO IMPROVE. BUT JUST THRILLED THAT WE MADE IT HERE
- 24 TODAY. I KNOW WE HAVE BEEN WAITING SINCE, LIKE, WHAT? WE HAVE
- 25 BEEN WAITING FOR QUITE A WHILE FOR THIS DAY SO REALLY PLEASED



TO SHARE IT WITH ALL OF YOU AND I AM AN APPLE WATCH USER SO I 1 2 GET GREAT BENEFIT FROM IT RIGHT HERE ON MY WATCH. 3 RICK RAMACIER, CHAIR: THANK YOU FOR THE REPORT. THAT BRINGS US 4 5 TO ITEM 5. THE EXECUTIVE DIRECTOR. 6 CLERK OF THE BOARD: WE DIDN'T TAKE PUBLIC COMMENT FOR THAT 7 8 ITEM. 9 RICK RAMACIER, CHAIR: THANK YOU MARTHA. I SEE WU HAVE 2 FOLKS 10 WANTING TO WEIGH IN FROM THE PUBLIC. 11 12 CLERK OF THE BOARD: ALETA YOUR FIRST UP. GO AHEAD AND UNMUTE 13 14 YOURSELF. 15 16 SPEAKER: THANK YOU CHAIR RAMACIER AND MEMBERS. ALETA DUPREE FOR THE RECORD. I'M EXCITED ABOUT THIS TOO. IT'S REALLY GREAT 17 WORK AND I FOUND OUT ABOUT THIS ON THE MTC WEB SITE AND 18 DOWNLOADED THE APP MYSELF AND CONNECTED MY CARD TO IT. AS I GO 19 THROUGH THE WEB SITE, I'M SEEING A BIT OF A DISCONNECT IN THE 20 21 FRONT PAGE. WHEN I SEE THE WORDS PAY WITH MY PHONE, PAY WITH 22 PHONE, IT LEADS ME TO THINK PERHAPS AS AN EXPERIENCED TRANSIT USER OF OPEN PAYMENT. I THINK AS YOU NAVIGATE TO THE NEXT PAGE 23 IT NOTES IT CLEAR. SO N IN A WAY, I WOULD BE PAYING A FARE 24

WITH MY PHONE IF I ELECTED TO TRANSFER THE CARD BUT I'M



- 1 WONDERING IF THAT PHRASEOLOGY MIGHT LEAVE SOMEONE TO THINK
- 2 THAT OPEN PAYMENT IS HERE BUT IT'S NOT. THIS IS A VERY GOOD
- 3 FIRST STEP BUT I'M WONDERING IF WE NEED TO REFINE SOME OF THAT
- 4 PHRASEOLOGY TO LET PEOPLE KNOW YES YOU CAN USE CLIPPER PHONE
- 5 ON AN APP BUT NOT TO BE CONFUSED WITH OPEN PAYMENT. I'M
- 6 EXCITED ABOUT THIS AT MINIMUM IT WILL ALLOW ME TO RELOAD MY
- 7 FARE WITH MUCH MORE EASILY FEWER STEPS EVEN IF I ELECT TO KEEP
- 8 USING THE CARD. THANK YOU.

9

- 10 RICK RAMACIER, CHAIR: THANK YOU ALETA. I SEE ROLAND IS UP
- 11 NEXT.

12

- 13 SPEAKER: THANK YOU MR. CHAIR. SO HERE IS A STORY. I WAS
- 14 GETTING ON BART 2 OR 3 YEARS AGO AND GOT MY WALLET OUT AND
- 15 TAPPED IT, AND MY FRIEND TAPPED HIS IPHONE AND THE GATES
- OPENED, AND WE WENT, HANG ON A MINUTE. SO ONCE WE GOT ON THE
- 17 PLATFORM, I ASKED HIM, WOW, WHERE DID YOU DOWNLOAD THAT APP
- 18 FROM, AND THOUSAND HE TURNED HIS IPHONE UPSIDE DOWN AND HOW HE
- 19 HAD TAPED HIS CLIPPER CARD TO HIS IPHONE SO ANYWAY I HOPE THAT
- 20 HELPS PEOPLE KEEP USING THEIR CLIPPER CARD.

21

22 RICK RAMACIER, CHAIR: THANK YOU ROLAND.

- 24 CLERK OF THE BOARD: THERE WAS NO PUBLIC COMMENT SUBMITTED ON
- 25 THE ITEM.



1 RICK RAMACIER, CHAIR: ITEM 5 WOULD BE THE EXECUTIVE DIRECTOR'S 2 3 REPORT WHICH IS PROBABLY ANTICLIMATIC. CAROL, VERY NICE OF YOU TO LET YOUR STAFF TAKE THAT GLORY ON THAT REPORT. 4 5 CAROL KUESTER: I COVERED IT IN THE LAST COMMENT. GETTING THIS 6 APP OUT AND WORKING TOOK MORE EFFORT THAN I THINK OUR 7 8 CONTRACTOR ANTICIPATED. SO, I WILL JUST SAY THAT I'M -- WE OWE A REALLY HUGE THANK YOU TO THE APPLE FOLKS, THE CUBIC FOLKS, 9 AND THE CLIPPER TEAM FOLKS HERE. I KNOW JASON AND LISA HAD 10 SOME SLEEPLESS NIGHTS LAST WEEK, AND WE'RE UP IN THE MIDDLE OF 11 THE NIGHT PRE-LAUNCH MULTI-TASKING AND ZOOMING WITH ALL 12 PARTIES INVOLVED. AND THERE IS ALSO, YOU KNOW, WE GOT TO DAY 1 13 LAUNCH, WHICH IS TREMENDOUS, THE FUN DOESN'T STOP BECAUSE 14 15 THERE IS ALSO A DAY 2 LIST OF REFINEMENTS THAT NEED TO 16 CONTINUE TO HAPPEN. BUT IT IS -- I DO THINK IT'S A TREMENDOUS SUCCESS THAT WE'RE HERE. AND JUST REALLY GRATEFUL. YOU KNOW? I 17 THINK THERE WERE SOME TWEETS THAT SAID, HEY, IT'S ABOUT TIME, 18 AND MY FEELING TO THAT IS, YOU KNOW, WE MAKE STEADY PROGRESS, 19 AND WE GET THERE AND WE DELIVER TO OUR CUSTOMERS, AND I THINK 20 THAT'S SOMETHING TO BE VERY PROUD OF. SO THANK YOU FOR YOUR 21 GUIDANCE AND YOUR PATIENCE OF, I GUESS IT WAS PLUS A FEW 22 MONTHS BUT NEVERTHELESS HERE WE ARE. GOOD NEWS. AND ANDROID 23 COMING SOON. THANKS RICK. 24





- 1 RICK RAMACIER, CHAIR: THANK YOU CAROL. ANY QUESTIONS FROM
- 2 BOARD MEMBERS OF THE EXECUTIVE DIRECTOR'S REPORT? OKAY. ANY
- 3 PUBLIC COMMENT ON THIS ITEM?

- 5 CLERK OF THE BOARD: NO PUBLIC COMMENT SUBMITTED ON THIS ITEM
- 6 AND THERE ARE NO MEMBERS OF THE PUBLIC WITH THEIR HANDS
- 7 RAISED.

8

- 9 RICK RAMACIER, CHAIR: OKAY. THANK YOU MARTHA. THAT BRINGS US
- 10 TO ITEM 6, WHICH IS PUBLIC COMMENT AND OTHER BUSINESS. BEFORE
- 11 WE GO TO PUBLIC COMMENT, I'M GOING TO ASK IF THERE IS ANYBODY
- 12 ON THE BOARD THAT WOULD LIKE TO BRING UP OTHER BUSINESS THAT
- 13 WAS -- THAT ARE NOT ON TODAY'S AGENDA BUT WOULD FALL WITHIN
- 14 THE PURVIEW OF OUR BOARD? OKAY. I'M NOT SEEING ANYONE. I DO
- 15 NOTE THAT WE HAVE 1 HAND RAISED FOR PUBLIC COMMENT, MARTHA.

16

17 CLERK OF THE BOARD: ALETA, GO AHEAD AND UNMUTE YOURSELF.

- 19 SPEAKER: THANK YOU CHAIR RAMACIER AND MEMBERS. ALETA DUPREE
- 20 FOR THE RECORD. AS I CLOSE OUT, GOOD MEETING TODAY. GOT A LOT
- 21 DONE. I REALLY FEEL IN THESE LAST FEW DAYS AND WEEKS WE HAVE
- 22 MADE A LOT OF PROGRESS AND I'M LOOKING FORWARD TO PUTTING THIS
- 23 INTO ACTION BY RETURNING TO RIDING SOON I BELIEVE THE WORK
- 24 ISN'T DONE I'M INTERESTED TO SEE WHAT OPEN PAYMENT WILL LOOK
- 25 LIKE ON THIS NETWORK WE HAVE A LOT OF DIFFERENCE OPERATORS. I



- 1 WAS ON MTA IN NEW YORK ON ZOOM AND THEY HAVE OPEN PAYMENT ON
- 2 THE SUBWAY BUT UNLIKE CLIPPER YOU CAN ONLY USE IT FOR SINGLE
- 3 FULL FARE RIDES SO WE'RE AHEAD OF THE GAME WE'RE DOING
- 4 EVERYTHING WE NEED TO DO WITH THE APP. I HOPE WE CAN HAVE SOME
- 5 VIDEOS SO THAT WE CAN DEMONSTRATE TO SEE WHAT IT LOOKS LIKE ON
- 6 OUR PHONE AND TO CLARIFY WHERE REDUCED FARE USERS WILL BE RTC
- 7 OR CLIPPER START FALL N BECAUSE DIFFERENT AGENCIES ARE APPS
- 8 HANDLE REDUCED FARE PROGRAMS DIFFERENTLY. NEXT STEP LET'S GET
- 9 ACCOUNT-BASED SYSTEM AND FASTER UPDATES TO THE FARE GATES AND
- 10 BUS READERS. THANK YOU.

11

- 12 RICK RAMACIER, CHAIR: THANK YOU A LIT A THAT BRINGS US TO THE
- 13 END OF OUR MEETING AND ON BEHALF OF THE ENTIRE BOARD I WOULD
- 14 LIKE TO GIVE THANKS TO CAROL AND JASON AND ALL THE OTHERS THAT
- 15 I'M NOT NAMING THAT HAVE WORKED HARD TO GET US TO THIS POINT
- 16 WHERE WE NOW HAVE AN APPLE APP AND ARE LOOKING FORWARD TO THE
- 17 GOOGLE APP NEXT MONTH. THANK YOU. GREAT WORK. MARTHA, I WANT
- 18 TO THANK YOU FOR KEEPING ME ON THE STRAIGHT AND NARROW TODAY.
- 19 I'M NOT USUALLY THIS DIFFICULT TO KEY GOING ON POINT. THANK
- 20 YOU FOR YOUR WORK. AND WITH THAT I WOULD LIKE TO ADJOURN OUR
- 21 BOARD TO OUR NEXT MEETING TO BE HELD MINUTE MAY 7TH AT 1:30
- 22 P.M. AND WILL BE REMOTE AND BY WEBCAST AS APPROPRIATE. THANK
- 23 YOU VERY MUCH. [ADJOURNED]



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