

**METROPOLITAN  
TRANSPORTATION  
COMMISSION**  
**Meeting Transcript**



JUNE 27, 2022

1                                   **METROPOLITAN TRANSPORTATION COMMISSION**  
2   **CLIPPER EXECUTIVE BOARD**  
3   **MONDAY, JUNE 27, 2022 1:30 PM**  
4  
5   **CHAIR, ROBERT POWERS:** GOOD AFTERNOON. THE MEETING OF THE  
6 CLIPPER EXECUTIVE BOARD IS CALLED TO ORDER. CAN THE  
7 BROADCASTING TEAM PLEASE PLAY THE MEETING ANNOUNCEMENT?  
8 [RECORDED MEETING PROCEDURES ANNOUNCEMENT] DUE TO COVID-19,  
9 THIS MEETING WILL BE CONDUCTED AS A ZOOM WEBINAR PURSUANT TO  
10 THE PROVISIONS OF ASSEMBLY BILL 361 WHICH SUSPENDS CERTAIN  
11 REQUIREMENTS OF THE BROWN ACT. THIS MEETING IS BEING WEBCAST  
12 ON THE MTC WEBSITE. 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 PARTICIPATION BY ZOOM, WISHING TO SPEAK, SHOULD  
19 USE THE RAISE HAND FEATURE OR DIAL STAR 9, AND THE CHAIR WILL  
20 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 THEIR  
23 NAMES AND ORGANIZATION, BUT, PROVIDING SUCH INFORMATION IS  
24 VOLUNTARY. WRITTEN PUBLIC COMMENTS RECEIVED AT  
25 INFOATBAYAREAMETRO.GOV BY 5 P.M., YESTERDAY, WILL BE POSTED TO



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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. THEY SHOULD RAISE THEIR  
4 HAND AND THE CHAIR WILL CALL UPON THEM AT THE APPROPRIATE  
5 TIME. A ROLL CALL VOTE WILL BE TAKEN FOR ALL ACTION ITEMS.  
6 PANELISTS AND ATTENDEES SHOULD NOTE THAT THE CHAT FEATURE IS  
7 NOT ACTIVE. IN ORDER TO GET THE FULL ZOOM EXPERIENCE, PLEASE  
8 MAKE SURE YOUR APPLICATION IS UP TO DATE.

9

10 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU BROADCASTING TEAM. MADAM  
11 CLERK COULD BE YOU CALL ROLL AND CONFIRM QUORUM PRESENCE,  
12 PLEASE?

13

14 **CLERK, MARTHA SILVER:** WILL DO. CHAIR POWERS?

15

16 **CHAIR, ROBERT POWERS:** HERE.

17

18 **CLERK, MARTHA SILVER:** VICE CHAIR MAU?

19

20 **V. CHAIR, CARTER MAU:** HERE.

21

22 **CLERK, MARTHA SILVER:** MEMBER CHURCHILL?

23

24 **BILL CHURCHILL:** HERE.

25



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1 **CLERK, MARTHA SILVER:** MEMBER GONOT? MEMBER HURSH?

2

3 **SPEAKER:** HERE FOR MEMBER HURSH.

4

5 **CLERK, MARTHA SILVER:** MEMBER KRANDA?

6

7 **BETH KRANDA:** HERE.

8

9 **CLERK, MARTHA SILVER:** MEMBER MULLIGAN?

10

11 **SPEAKER:** JOE WIRE FOR DENIS MULLIGAN.

12

13 **CLERK, MARTHA SILVER:** MEMBER TUMLIN?

14

15 **SPEAKER:** DIANA HAMMONS FOR JEFF TUMLIN.

16

17 **CLERK, MARTHA SILVER:** WE HAVE A QUORUM.

18

19 **CHAIR, ROBERT POWERS:** THANK YOU, MADAM CLERK. THAT MOVES US TO

20 AGENDA ITEM TWO, WHICH IS THE CONSENT CALENDAR. IS THERE A

21 MOTION AND A SECOND ON THE CONSENT CALENDAR?

22

23 **BETH KRANDA:** SO MOVED, KRANDA.

24

25 **THERESE MCMILLAN:** SECOND, MCMILLAN.



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1

2 **CHAIR, ROBERT POWERS:** OKAY, SO WE HAVE A MOTION FROM KRANDA, A  
3 SECOND FROM MCMILLAN. MADAM CLERK ANY PUBLIC COMMENTS THAT WE  
4 RECEIVED ON THIS ITEM?

5

6 **CLERK, MARTHA SILVER:** THERE WAS NO WRITTEN CORRESPONDENCE  
7 RECEIVED FOR THIS ITEM.

8

9 **CHAIR, ROBERT POWERS:** OKAY AND HOW ABOUT PUBLIC, RIGHT NOW  
10 ANYBODY HAS THEIR HANDS RAISED.

11

12 **CLERK, MARTHA SILVER:** THERE ARE NO MEMBERS OF THE PUBLIC WITH  
13 THEIR HANDS RAISED FOR THIS ITEM.

14

15 **CHAIR, ROBERT POWERS:** OKAY THANK YOU FOR THAT. AND HOW ABOUT  
16 BOARD MEMBERS, ANY TOP QUESTIONS ON THIS? ANY COMMENTS? MADAM  
17 CLERK, NOT SEEING ANY. WHY DON'T WE GO TO THE ROLL CALL,  
18 PLEASE.

19

20 **CLERK, MARTHA SILVER:** WILL DO. CHAIR POWERS?

21

22 **CHAIR, ROBERT POWERS:** YES.

23

24 **CLERK, MARTHA SILVER:** VICE CHAIR MAU?

25



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1 **V. CHAIR, CARTER MAU:** YES.

2

3 **CLERK, MARTHA SILVER:** MEMBER CHURCHILL?

4

5 **BILL CHURCHILL:** AYE.

6

7 **CLERK, MARTHA SILVER:** MEMBER GONOT?

8

9 **CAROLYN M. GONOT:** AYE.

10

11 **CLERK, MARTHA SILVER:** MEMBER HURSH?

12

13 **SPEAKER:** AYE.

14

15 **CLERK, MARTHA SILVER:** MEMBER KRANDA?

16

17 **BETH KRANDA:** YES.

18

19 **CLERK, MARTHA SILVER:** MEMBER MCMILLAN?

20

21 **THERESE MCMILLAN:** YES.

22

23 **CLERK, MARTHA SILVER:** MEMBER MULLIGAN?

24

25 **SPEAKER:** YES.



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1

2 **CLERK, MARTHA SILVER:** MEMBER TUMLIN?

3

4 **SPEAKER:** YES.

5

6 **CLERK, MARTHA SILVER:** PASSES UNANIMOUSLY.

7

8 **CHAIR, ROBERT POWERS:** THANK YOU CLERK. WE'RE ON AGENDA ITEM  
9 THREE, THERE IS A COUPLE PARTS HERE. WE'RE GOING START WITH  
10 3A, THIS IS A CONTRACT AMENDMENT. THIS IS AN ACTION ITEM. IT'S  
11 A CONTRACT AMENDMENT TO JACOBS ENGINEERING AND LYSA HALE WILL  
12 PRESENT THIS ITEM TO THE COMMITTEE MEMBERS. LYSA?

13

14 **LYSA HALE:** GOOD AFTERNOON CHAIR POWERS AND EXECUTIVE BOARD  
15 MEMBERS. LYSA HALE WITH CLIPPER STAFF. JACOB [INDISCERNIBLE]  
16 IS OUR TECHNICAL SUPPORT FOR THE EXISTING CLIPPER PROGRAM. BUT  
17 OUR TRANSITION TO THE NEXT GENERATION CLIPPER SYSTEM REQUIRES  
18 THEIR SERVICES THERE AS WELL. IN FEBRUARY THE COMMITTEE  
19 APPROVED A CONTRACT WITH JACOBS IN AN AMOUNT NOT TO EXCEED  
20 \$400,000 TO PERFORM TECHNICAL, PLANNING, AND OPERATIONAL WORK.  
21 WE'RE NOW COMING TO YOU WITH A REQUEST FOR ADDITIONAL 1.1  
22 MILLION. THESE FUNDS WOULD BE USED FOR SUPPORT FOR THIRD-PARTY  
23 INTEGRATION, LIAISON WORK WITH TRANSIT AGENCIES, SUPPORT FOR  
24 OUR FARE MEDIA PROCUREMENT, MANAGEMENT AND SUPPORT FOR OUR NEW  
25 INSTITUTIONAL PORTAL DISCOUNT PORTAL AND OTHERS, CLOSE OUT OF



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1 THE ORIGINAL CLIPPER CONTRACT, AND BACKFILLING A STAFF MEMBER  
2 WHO HAS BEEN DIVERTED TO WORK ON THE RTC DISCOUNT CARD  
3 PROGRAM. WITH THAT, WE WOULD LIKE TO REQUEST -- SORRY -- WITH  
4 THAT, WE WOULD LIKE TO REQUEST -- SORRY. I DON'T HAVE IT RIGHT  
5 IN FRONT OF ME. \$996,060 FOR ADDITIONAL FUNDS FOR JACOBS.  
6 SORRY -- I'M SORRY -- I'M GETTING MY CONTRACTS MIXED UP.  
7 [INDISCERNIBLE] IS 1.1 MILLION OR IS 996,000. SO THIS IS FOR  
8 1.1 MILLION FOR JACOBS ENGINEERING.

9

10 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU FOR THAT MS. HALE. MADAM  
11 CLERK ANY WRITTEN COMMENTS ON THIS ITEM?

12

13 **CLERK, MARTHA SILVER:** NO WRITTEN COMMENTS ON THIS ITEM.

14

15 **CHAIR, ROBERT POWERS:** ANY PUBLIC COMMENT?

16

17 **CLERK, MARTHA SILVER:** NO HANDS RAISED FOR THIS ITEM.

18

19 **CHAIR, ROBERT POWERS:** DO WE HAVE A MOTION AND SECOND ON THE  
20 ITEM FROM MS. HALE?

21

22 **THERESE MCMILLAN:** MCMILLAN WILL MOVE.

23

24 **CAROLYN M. GONOT:** I'LL SECOND.

25



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1 **CHAIR, ROBERT POWERS:** MOTION FROM MCMILLAN, SECOND FROM GONOT  
2 DO WE HAVE ANY COMMITTEE MEMBERS WHO WOULD LIKE TO COMMENT ON  
3 THIS ITEM BEFORE WE GO TO THE VOTE? MADAM CLERK NOT SEEING ANY  
4 HAND RAISED WHY DON'T WE GO TO THE ROLL CALL.

5

6 **CLERK, MARTHA SILVER:** CHAIR POWERS?

7

8 **CHAIR, ROBERT POWERS:** YES.

9

10 **CLERK, MARTHA SILVER:** VICE CHAIR MAU?

11

12 **V. CHAIR, CARTER MAU:** YES.

13

14 **CLERK, MARTHA SILVER:** MEMBER CHURCHILL?

15

16 **BILL CHURCHILL:** AYE.

17

18 **CLERK, MARTHA SILVER:** MEMBER GONOT?

19

20 **CAROLYN M. GONOT:** AYE.

21

22 **CLERK, MARTHA SILVER:** MEMBER HURSH?

23

24 **SPEAKER:** AYE.

25



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1 **CLERK, MARTHA SILVER:** MEMBER KRANDA?

2

3 **BETH KRANDA:** YES.

4

5 **CLERK, MARTHA SILVER:** MCMILLAN?

6

7 **THERESE MCMILLAN:** YES.

8

9 **CLERK, MARTHA SILVER:** MULLIGAN?

10

11 **SPEAKER:** YES.

12

13 **CLERK, MARTHA SILVER:** TUMLIN?

14

15 **SPEAKER:** YES.

16

17 **CLERK, MARTHA SILVER:** IT PASSES BY ALL MEMBERS.

18

19 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU, MADAM CLERK. WE'RE  
20 GOING TO MOVE TO ITEM 3B WHICH IS THE CLIPPER TWO YEAR BUDGET  
21 AND WORK PLAN. THIS, AGAIN, IS AN ACTION ITEM. AND WE'RE GOING  
22 TO HAVE KELLEY JACKSON PROVIDE A REPORT TO THE COMMITTEE  
23 MEMBERS ON THIS ITEM. MS. JACKSON?

24

25 **SPEAKER:** ACTUALLY --



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1

2 **KELLEY JACKSON:** JASON I BELIEVE YOU WERE GOING TO TAKE THIS  
3 ONE.

4

5 **JASON WEINSTEIN:** WE'RE A LITTLE DISCOMBOBULATED. I'M GOING TO  
6 HAND THEM ONE TODAY.

7

8 **CHAIR, ROBERT POWERS:** ALL RIGHT.

9

10 **JASON WEINSTEIN:** AS A REMINDER WE BROUGHT THIS ITEM TO YOU  
11 BEFORE IN THE PAST AS AN INFORMATION ITEM. TODAY WE'RE HERE  
12 FOR APPROVAL. THE TWO YEAR CLIPPER BUDGET FOR YOUR  
13 CONGREGATION IS FOR FISCAL YEARS 2022, 2023, AND 2024, WHICH,  
14 I THINK THERE ARE SOME SLIDES HERE. CAN THE TECHNICAL TEAM  
15 BRING UP THE -- DO YOU HAVE ANY SLIDES FOR THIS ITEM? NO? I'M  
16 GOING TO KEEP GOING.

17

18 **CAROL KUESTER:** I DON'T BELIEVE THERE ARE SLIDE ATTACHMENTS FOR  
19 THIS.

20

21 **JASON WEINSTEIN:** NO WORRIES. THERE MIGHT HAVE BEEN IN THE  
22 PAST. SO WHILE WE SHOW ADDITIONAL ITEMS IN THE PACKET, YOU  
23 HAVE FOR FISCAL YEAR 2022, AND 2023/'24 [INDISCERNIBLE]. THE  
24 LARGER PICTURE OPERATING COSTS ARE EXPECTED TO INCREASE OVER  
25 THE TWO YEARS FOR MTC AND TRANSIT OPERATORS AS A RESULT OF



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1 KEEPING C1 AND C2 OPERATIONAL UNTIL WE CAN TURN OFF THE C1  
2 SYSTEM IN THE NOVEMBER 2024 TIME FRAME. AFTER THAT, OPERATING  
3 COSTS ARE STABLE AS COMPARED WITH CURRENT C1 OPERATING COST  
4 WHICH FLUCTUATE A LOT WITH USAGE. FOR PRIOR YEARS WE'RE  
5 EXPECTING OPERATING DEFICIT IN THE TWO FISCAL YEARS AND MTC'S  
6 OPERATING BUDGETS ARE [INDISCERNIBLE] ANNUALLY SO WE DIDN'T  
7 WANT TO MAKE ASSUMPTIONS ABOUT FUNDING BEYOND THE TWO YEARS  
8 [INDISCERNIBLE] BY THIS BOARD AND BEYOND KNOWING AND EXPECTING  
9 THIS DEFICIT AND NEEDING TO IDENTIFY FUNDS IN THE FUTURE TO  
10 AVOID THE DEFICIT. MINOR UPDATE FROM LAST MONTH'S BUDGET IS  
11 THAT WE HAVE A BETTER HANDLE ON THE FUNDS THAT WE'LL NEED TO  
12 COVER THE MOBILE FEES RESULTING FROM THE ISSUE OF MOBILE CARDS  
13 ON PEOPLE'S PHONES THIS FISCAL YEAR AND EXPECT TO NEED TO USE  
14 THE FUNDS FOR THE CARD ACCOUNT TO FULLY PAY ALL THE MOBILE  
15 FEES NEXT YEAR. PLEASE RECALL THAT MTC AGREED TO COVER THESE  
16 FEES FOR THE ENTIRE REGION NETWORK EXPECTING TO BE ABLE TO USE  
17 BOTH ISSUANCE FROM BOTH PLASTIC AND MOBILE CARDS IN THE FUTURE  
18 TO FUND THE CARDS ISSUANCE EXPENSES. OF COURSE THIS BUDGET  
19 ASSUMES THAT ONCE THE PILOTS OFFERING MOBILE CARDS ENDS THAT  
20 MTC'S CARD FEE RESOURCE REMAINS STABLE IF WE -- SO, I'LL LEAVE  
21 IT AT THAT THERE. THE CLIPPER CAPITAL BUDGET REMAINS STABLE AS  
22 IDENTIFIED FUNDING CAPITAL WORK UP UNTIL SYSTEM COMPLETION IN  
23 2024 ASSUMING ADDITIONAL CAPITAL WORK AND EQUIPMENT  
24 PROCUREMENT AFTER SYSTEM COMPLETION, SIX OR SEVEN MILLION  
25 DOLLARS ANNUALLY WHICH IS YET TO BE FUNDED AS WE DON'T WHAT



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1 THE SCOPE OF THIS WORK WILL BE BUT JUST KEEPING IT OUT THERE  
2 IN OUR MINDS THE MEMO MENTIONS RM3 WHICH WE ARE CURRENTLY  
3 FINDING ALTERNATIVE FUND SOURCES FOR AND IF OR WHEN FUNDS  
4 BECOME AVAILABLE ALTERNATE FUND SOURCES WILL BE REPLENISHED.  
5 WITH THAT WE THE CLIPPER BOARD TO APPROVE THE OPERATING AND  
6 CAPITAL BUDGET AND WE'LL PLAN FOR STAFF TO RETURN IN SIX  
7 MONTHS WITH AN UPDATED BUDGET COMPARING OUR CURRENT PROJECTS  
8 WITH ACTUALS. THAT'S MY REPORT.

9

10 **CHAIR, ROBERT POWERS:** THANK YOU FOR THAT JASON. MADAM CLERK,  
11 DO WE HAVE PUBLIC COMMENT BEFORE THE BOARD MEETING HERE TODAY?

12

13 **CLERK, MARTHA SILVER:** YES. HOW MANY TIME WOULD YOU LIKE TO  
14 GIVE THEM?

15

16 **CHAIR, ROBERT POWERS:** TWO MINUTES.

17

18 **CLERK, MARTHA SILVER:** OKAY. FIRST UP IS ALETA DUPREE. ALETA,  
19 GO AHEAD AND UNMUTE YOURSELF.

20

21 **SPEAKER:** THANK YOU, AGAIN, CHAIR BOB POWERS, AND MEMBERS.  
22 ALETA DUPREE FOR THE RECORD, MY PRONOUNS ARE SHE AND HER. THIS  
23 BUDGET LOOKS REASONABLE, LOOKS PRETTY IN BALANCE IN THE SECOND  
24 YEAR OF THE BUDGET I'M STILL NOT GETTING A LITTLE DISCREPANCY  
25 ON THE BOTTOM LINE 50 MILLION IN EXPENSES VERSUS 46 MILLION IN



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1 REVENUE, IF I HAVE GOT THAT RIGHT. BUT WE HAVE GOT SOME TIME  
2 TO WORK ON THAT. BUT I AM ENCOURAGED THAT WE ARE NOT DEPENDENT  
3 ON OUTSIDE MONEY, IT LOOKS LIKE THE CARES MONEY HAS RUN OUT,  
4 BUT IT LOOKS LIKE WE ARE SELF FUNDING THE WORK THAT WE'RE  
5 DOING, WHICH IS VERY IMPORTANT, BECAUSE I WANT THIS TO SUSTAIN  
6 ITSELF GOING FORWARD. WE'RE COMING OUT OF THIS PANDEMIC. AND  
7 THE PANDEMIC IS NOT OVER. CERTAINLY, I AM SUPPORTIVE OF THE  
8 CONTINUING TO HELP WITH THE FREE MOBILE CARD ISSUANCE.  
9 HOPEFULLY WE WILL HAVE A LOT WHO WILL TAKE ADVANTAGE OF THAT.  
10 I HEARD THERE WAS A CARD SHORTAGE OUT THERE. SO ONE WAY TO  
11 HELP PEOPLE GET INVOLVED WITH CLIPPER IS THAT IF YOU DO HAVE A  
12 PHONE, WHICH, PHONES ARE -- THEY'RE NOT QUITE UBIQUITOUS, BUT  
13 THEY'RE GETTING PRETTY CLOSE TO BE ABLE TO HELP PEOPLE TO  
14 UNDERSTAND THAT IT'S -- IT'S ACTUALLY SAFE AND OKAY TO USE  
15 YOUR PHONE AND ANY WEARABLES THAT YOU HAVE TO BE ABLE TO  
16 PARTICIPATE. SO, THIS BUDGET IS WORTHY OF PASSAGE, I WOULD  
17 SAY. THE CHALLENGES AREN'T OVER, BUT IT'S NICE TO KNOW THAT WE  
18 ARE SELF-FUNDED. THANK YOU.

19

20 **CLERK, MARTHA SILVER:** THANK YOU ALETA. AND THERE ARE NO MORE  
21 MEMBERS OF THE PUBLIC WITH THEIR HAND RAISED, AND NO WRITTEN  
22 CORRESPONDENCE WAS RECEIVED ON THIS ITEM.

23

24 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU MADAM CLERK. LET'S SEE  
25 IF WE HAVE A MOTION AND A SECOND ON ITEM 3B HERE?



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1

2 **JOE WIRE:** I'LL MAKE A MOTION TO SUPPORT THE ITEM.

3

4 **CHAIR, ROBERT POWERS:** MOTION FROM MULLIGAN.

5

6 **BETH KRANDA:** SECOND FROM KRANDA.

7

8 **CHAIR, ROBERT POWERS:** SECOND FROM KRANDA DO WE HAVE COMMITTEE  
9 MEMBER COMMENTS? FROM COMMITTEE MEMBERS? JASON, I HAVE ONE  
10 COMMENT. MAYBE THIS WILL BE FOR EVERYBODY, CAN YOU CONFIRM  
11 THAT THIS BUDGET, THE FY, THIS TWO YEAR BUDGET IS CONSISTENT  
12 WITH AND CROSSWALKS BACK TO -- REMEMBER THREE MEETINGS AGO, WE  
13 HAD AN INFORMATIONAL ITEM ON THE CAPITAL SIDE ABOUT WHAT THE  
14 PRIORITIES WERE AND REVISING SOME OF THE MILESTONES, RIGHT?  
15 THAT IT WAS AN INFO ITEM. THEN WE CAME BACK -- NON-THREATENING  
16 -- THEN WE CAME BACK AND SAID NOW COMMITTEE MEMBERS WE NEED  
17 YOU TO TAKE ACTION ON THIS. AND SO WE DID THAT. IS THIS BUDGET  
18 REFLECTIVE OF THAT TIMELINE? I HOPE I HAVE THE TWO SYNCED UP  
19 HERE?

20

21 **JASON WEINSTEIN:** IN TERMS OF THE SCHEDULE THAT WE MADE?

22

23 **CHAIR, ROBERT POWERS:** YEAH.

24

25 **JASON WEINSTEIN:** YEAH.



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1

2 **CHAIR, ROBERT POWERS:** OKAY. AND MS. KUESTER DID YOU WANT TO  
3 WEIGH IN ON THAT COMMENT TOO?

4

5 **CAROL KUESTER:** JUST AGREEING WITH JASON.

6

7 **CHAIR, ROBERT POWERS:** OKAY. GOOD. THANKS FOR THAT RESPONSE,  
8 JASON. MADAM CLERK, WHY DON'T WE GO TO THE ROLL, PLEASE?

9

10 **CLERK, MARTHA SILVER:** WILL DO. CHAIR POWERS.

11

12 **CHAIR, ROBERT POWERS:** YES.

13

14 **CLERK, MARTHA SILVER:** VICE CHAIR MAU?

15

16 **V. CHAIR, CARTER MAU:** YES.

17

18 **CLERK, MARTHA SILVER:** CHURCHILL?

19

20 **BILL CHURCHILL:** AYE.

21

22 **CLERK, MARTHA SILVER:** MEMBER GONOT?

23

24 **CAROLYN M. GONOT:** AYE.

25



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1 **CLERK, MARTHA SILVER:** HURSH?

2

3 **SPEAKER:** YES.

4

5 **CLERK, MARTHA SILVER:** KRANDA? YES.

6

7 **CLERK, MARTHA SILVER:** MCMILLAN?

8

9 **THERESE MCMILLAN:** YES.

10

11 **CLERK, MARTHA SILVER:** MULLIGAN?

12

13 **SPEAKER:** YES.

14

15 **CLERK, MARTHA SILVER:** TUMLIN?

16

17 **SPEAKER:** YES.

18

19 **CLERK, MARTHA SILVER:** PASSES AYE ALL MEMBERS.

20

21 **CHAIR, ROBERT POWERS:** THANK YOU MADAM CLERK. WE'RE GOING TO

22 MOVE TO ITEM 3C, AGAIN THIS IS AN ACTION ITEM FOR THE

23 COMMITTEE HERE, AND THIS ITEM IS THE NEXT GENERATION CLIPPER

24 CONTRACT AMENDMENT WITH WSP, AND THIS IS ABOUT DEVELOPMENT



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1 INSTALLATION TESTING AND TRAINING OF THE CUSTOMER SERVICE  
2 CENTER. SO, I THINK MS. HALE LIST

3

4 **SPEAKER:** I'M GOING TRY THIS AGAIN. CUSTOMER SERVICE CENTER  
5 SINCE JULY 2021 PART OF THAT WORK IS INVOLVED SETTING UP  
6 CUSTOMER SERVICE OPERATIONS REQUIRING COORDINATION WITH CUBIC  
7 TRANSPORTATION SYSTEMS OUR NEXT GENERATION CLIPPER SYSTEM  
8 INTEGRATOR. THE TWO HAVE BEEN WORKING TOGETHER CLOSELY TO  
9 ALIGN THEIR SYSTEMS WITH ONE ANOTHER. IN THE PROCESS OF  
10 WORKING TOGETHER, WSP AND CUBIC IDENTIFIED THE FOLLOWING  
11 ADDITIONAL WSP TASKS THAT ARE NEEDED TO GET THE CUSTOMER  
12 SERVICE CENTER SETUP. ADDITIONAL WORK NECESSARY TO SUPPORT  
13 CUSTOM APPLICATION PROGRAM INTERFACES OR APIS, WHICH IS  
14 BASICALLY HOW THE TWO SYSTEMS TALK TO EACH OTHER, ADDITIONAL  
15 WORK TO ADDRESS PAYMENT CARD INDUSTRY COMPLIANCE ENSURING THE  
16 SAFEST TRANSMISSION OF PAYMENT CARD INFORMATION, ADDITIONAL  
17 TESTING OF THE CUSTOM DEVELOPMENT DEVELOPED APIS, AND  
18 ADDITIONAL TRAINING AND TRANSITION TASKS TO HELP COORDINATE  
19 EFFORTS WITH CUBIC. AND FOR THIS WE'RE ASKING FOR AN  
20 ADDITIONAL \$996,000 FOR WTP TO COMPLETE THIS ADDITIONAL WORK.

21

22 **CHAIR, ROBERT POWERS:** OKAY. LET US TURN TO MADAM CLERK FOR ANY  
23 WRITTEN PUBLIC COMMENT AND IF WE HAVE ANY PUBLIC THAT WOULD  
24 LIKE TO SPEAK ON THIS ITEM?

25



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1 **CLERK, MARTHA SILVER:** 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 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU. DO WE HAVE A MOTION AND  
6 A SECOND ON THIS ITEM?

7

8 **THERESE MCMILLAN:** MCMILLAN WILL MOVE APPROVAL.

9

10 **CHAIR, ROBERT POWERS:** MCMILLAN IS GOING TO MAKE THE MOTION.  
11 AND THE SECOND FROM?

12

13 **CAROLYN M. GONOT:** I'LL SECOND.

14

15 **CHAIR, ROBERT POWERS:** CAROLYN. OKAY. I'M WITH YOU, CAROLYN.  
16 SECOND FROM CAROLYN FROM VTA. ANY COMMENTS FROM THE COMMITTEE  
17 MEMBERS? I'M NOT SEEING ANY MADAM CLERK. GO TO THE VOTE

18

19 **CLERK, MARTHA SILVER:** POWERS?

20

21 **CHAIR, ROBERT POWERS:** YES.

22

23 **CLERK, MARTHA SILVER:** VICE CHAIR MAU?

24

25 **V. CHAIR, CARTER MAU:** YES CHURCHILL?



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1

2 **BILL CHURCHILL:** AYE.

3

4 **CLERK, MARTHA SILVER:** GONOT?

5

6 **CAROLYN M. GONOT:** AYE.

7

8 **CLERK, MARTHA SILVER:** HURSH?

9

10 **SPEAKER:** AYE KRANDA?

11

12 **BETH KRANDA:** YES.

13

14 **CLERK, MARTHA SILVER:** MCMILLAN?

15

16 **THERESE MCMILLAN:** YES.

17

18 **CLERK, MARTHA SILVER:** MULLIGAN?

19

20 **SPEAKER:** YES.

21

22 **CLERK, MARTHA SILVER:** TUMLIN?

23

24 **SPEAKER:** YES.

25



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1 **CLERK, MARTHA SILVER:** PASSES BY ALL MEMBERS.

2

3 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU. MOVING ON TO ITEM 3D.

4 AND, AGAIN, WE ARE GOING TO HEAR A PRESENTATION FROM MTC HALE,

5 THIS IS A CHANGE ORDER TO CUBIC, AND IT'S ON THE SUPPORT FOR

6 THE NEXT GENERATION CLIPPER CUSTOMER SERVICE CENTER. SO, LYSA,

7 DO YOU WANT TO WALK THE COMMITTEE MEMBERS THROUGH WHAT YOU'RE

8 THINKING HERE? LIS

9

10 **LYSA HALE:** SURE ABSOLUTELY. THIS IS THE SAME SIDE OF THE COIN

11 AS THE OTHER ITEM THAT I JUST PRESENTED. CUBIC IS THE NEXT

12 GENERATION CLIPPER SYSTEM INTEGRATOR WSP IS RESPONSIBLE FOR

13 DESIGN AND IMPLEMENTATION IS OPERATION OF OUR NEXT GENERATION

14 CLIPPER CUSTOMER SERVICE CENTER, CSC AS WE CALL IT TOGETHER

15 WITH CUBIC AND WSP COORDINATING ON DESIGN AND DELIVERY OF THE

16 NEW CSC AND THE TWO CONTRACTORS HAVE BEEN COLLABORATING SINCE

17 FALL OF 2021 ON DESIGN OF NEW AND IMPROVED CUSTOMER SERVICE

18 FOR CLIPPER PROCESSES WORKING TOGETHER WSP AND CUBIC HAVE

19 IDENTIFIED THE FOLLOWING ADDITIONAL CUBIC TASK THAT IS NEEDED

20 TO GET THE CSC SETUP DEVELOPMENT WORK TO SUPPORT THE

21 INTEGRATION WITH THE SYSTEM PROVIDED BY WSP, DEVELOPMENT WORK

22 TO SUPPORT THE ABILITY FOR WSP CUSTOMER SERVICE

23 REPRESENTATIVES TO SIGN INTO R MULTIPLE SYSTEMS WITH A SINGLE

24 SIGN ON, INCORPORATION OF A NEW CHAT FUNCTION AND NEXT

25 GENERATION CLIPPER CUSTOMER WEB SITE AND MOBILE APP,



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1 DEVELOPMENT TO SUPPORT CUSTOMER SERVICE SELF-SERVICE OPTIONS  
2 FOR THE WSP PROVIDED INTERACTIVE VOICE RESPONSE SOLUTION.  
3 THAT'S AUTOMATED PHONE SYSTEM, AND REVISIONS TO THE PAYMENT  
4 FLOW IN CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AS PROVIDED  
5 BY CUBIC TO INCREASE SECURITY WHEN A CSR TAKES A CREDIT CARD  
6 PAYMENT OVER THE PHONE. WITH THAT, WE'RE ASKING FOR THE  
7 EXECUTIVE BOARD TO APPROVE \$1,500,000 FOR CUBIC TO PERFORM  
8 THIS ADDITIONAL WORK.

9

10 **CHAIR, ROBERT POWERS:** THANK YOU. MADAM CLERK ANY WRITTEN  
11 PUBLIC COMMENT OR PUBLIC WITH THEIR HAND RAISED ON ITEM 3D?

12

13 **CLERK, MARTHA SILVER:** 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 **CHAIR, ROBERT POWERS:** OKAY. IS THERE A COMMITTEE MEMBER THAT  
18 WOULD LIKE TO MAKE A MOTION AND A SECOND THAT WOULD LIKE TO  
19 SECOND?

20

21 **BETH KRANDA:** SO MOVED. KRANDA.

22

23 **JOE WIRE:** SECOND.

24



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1 **CHAIR, ROBERT POWERS:** WE HAVE KRANDA MAKING THE MOTION. AND  
2 CHURCHILL SECONDING. COMMITTEE MEMBERS, ANY DISCUSSION,  
3 COMMENTS TO THIS ITEM? OR QUESTIONS FOR MS. HEAL? -- HALE.  
4 MADAM CLERK GO TO THE VOTE

5

6 **CLERK, MARTHA SILVER:** POWERS?

7

8 **CHAIR, ROBERT POWERS:** YES.

9

10 **CLERK, MARTHA SILVER:** VICE CHAIR MAU?

11

12 **V. CHAIR, CARTER MAU:** YES.

13

14 **CLERK, MARTHA SILVER:** CHURCHILL?

15

16 **BILL CHURCHILL:** AYE.

17

18 **CLERK, MARTHA SILVER:** GONOT?

19

20 **CAROLYN M. GONOT:** AYE.

21

22 **CLERK, MARTHA SILVER:** HURSH?

23

24 **SPEAKER:** AYE.

25



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1 **CLERK, MARTHA SILVER:** KRANDA?

2

3 **BETH KRANDA:** YES.

4

5 **CLERK, MARTHA SILVER:** MCMILLAN?

6

7 **THERESE MCMILLAN:** YES.

8

9 **CLERK, MARTHA SILVER:** MULLIGAN?

10

11 **SPEAKER:** YES.

12

13 **CLERK, MARTHA SILVER:** TUMLIN?

14

15 **SPEAKER:** YES.

16

17 **CLERK, MARTHA SILVER:** PASSES BY ALL MEMBERS.

18

19 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU, MADAM CLERK. THAT GETS  
20 US THROUGH 3D. AND THEN WE'RE GOING MOVE TO AGENDA ITEM NUMBER  
21 FOUR, WHICH IS AN INFORMATIONAL ITEM. THIS IS ON THE CLIPPER  
22 SCHEDULE, AND IMPLEMENTATION UPDATE, AND JASON, AM I TURNING  
23 THIS OVER TO YOU FOR AN UPDATE TO THE COMMITTEE MEMBERS HERE?

24



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1 **JASON WEINSTEIN:** THAT'S CORRECT, CHAIR POWERS. THANK YOU.  
2 OKAY. SO, ATTACHMENT A TO THIS MEMO INCLUDES A STATUS REPORT  
3 THAT WE GIVE YOU MONTHLY AND THE REPORT SHOWS AS I AS I HAVE  
4 SAID IN THE PAST A SCHEDULE RECENTLY COMPLETED ACTIVITIES AND  
5 ACTIVITIES UPCOMING, DELIVERABLES AND HIGHLIGHTS. I WANTED TO  
6 START BY LET YOU KNOW THAT AT THE REQUEST OF THIS BOARD WE'RE  
7 GOING TO BEGIN THESE INFORMATIONAL ITEMS WITH DISCUSSION ON  
8 THE SCHEDULE WITH THAT BEING SAID WE'RE GOING TO INCORPORATE  
9 CHANGES TO THE SCHEDULE AS CHAIR POWERS ALLUDED TO BEFORE INTO  
10 THE SCHEDULE THAT WERE APPROVED LAST MONTH AS WELL AS AT THE  
11 MTC OPERATIONS COMMITTEE THIS MONTH AND ON TRACK TO MEET THE  
12 SCHEDULE. PREEMPTIVELY PILOT TESTING FOR FORE AND TRAIN  
13 PLATFORM READERS SFMTA ON-BOARD VALIDATORS, DEVICES ARE  
14 COMPLETE IN THE PILOT SYSTEM INTEGRATION TESTING FOR ON BOARD  
15 LIGHT RAIL IS UNDERWAY FINAL DECISION REVIEW OF THE COUNTY  
16 SYSTEM IS NEARLY COMPLETE WE HAVE COMMENTS BACK AND ARE  
17 MEETING WITH CUBIC ON THE LAST THREE DOCUMENTS THAT WERE IN  
18 THE PROCESS OF WORKING THROUGH THERE. THE INVITATION FOR BID  
19 FOR THE NEXT GENERATION C2 FARE CARDS HAVE BEEN POSTED AND  
20 BIDS ARE DUE TODAY AT 4:00 P.M. SO HOPEFUL WE'LL HAVE  
21 SOMETHING EXCITING TO CELEBRATE THEN. THE FARE MEDIA  
22 FULFILLMENT, THE DISTRIBUTION. PLASTIC CARDS CONTRACTOR AND  
23 FARE PARTICULATE SUPPLIER FOR LIMITED USE TICKETS ARE BEING  
24 DEVELOPED NOW. A COUPLE OF PICTURES, I DON'T KNOW IF WE HAVE  
25 THOSE UP OR NOT? IF THERE IS ANYTHING -- THERE WE GO. PERFECT.



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1 NEXT SLIDE. OKAY. SO, THIS SLIDE IS IMAGES OF THE SMART  
2 STANDALONE READERS WITH THE DECALS AT SAN RAFAEL AND DOWNTOWN  
3 SOME PLACE -- I DON'T KNOW WHERE THE OTHER ONE IS. AND THE  
4 NEXT ONE IS ALSO THE SMART STATIONS BEFORE WE PUT THE DECALS  
5 AT THE LARKSPUR STATION. THAT IS MY REPORT. AND I'M HAPPY TO  
6 TAKE ANY QUESTIONS YOU MAY HAVE.

7

8 **CHAIR, ROBERT POWERS:** THANK YOU. MADAM CLERK, ANY WORD FROM  
9 THE PUBLIC? WRITTEN? OR WITH A HAND RAISED, RIGHT NOW, ON THIS  
10 ITEM?

11

12 **CLERK, MARTHA SILVER:** THERE WAS NO WRITTEN CORRESPONDENCE  
13 RECEIVED ON THIS ITEM AND THERE ARE NO MEMBERS OF THE PUBLIC  
14 WITH THEIR HAND RAISED.

15

16 **CHAIR, ROBERT POWERS:** OKAY. COMMITTEE MEMBERS, COMMENTS,  
17 QUESTIONS, EPIPHANIES FOR JASON AND HIS TEAM? OKAY. I'M NOT  
18 SEEING ANY. JASON, I JUST WANTED TO THANK YOU FOR GRABBING ALL  
19 THOSE MOVING PIECES ON THE SCHEDULE. AND, YOU KNOW, GETTING A  
20 SCHEDULE THAT'S CURRENT, YOU KNOW, AND THAT WE, AS THE CLIPPER  
21 EXECUTIVE BOARD CAN LOOK AT AND REACT TO, AND PROVIDE YOU SOME  
22 FEEDBACK ON, I THINK THAT'S, YOU KNOW, COME A LONG WAY. SO,  
23 JUST THANK YOU TO YOUR TEAM FOR THAT WORK AND PULLING THAT  
24 TOGETHER.

25



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1 **JASON WEINSTEIN:** THANK YOU.

2

3 **CHAIR, ROBERT POWERS:** OKAY. MADAM CLERK, LOOKS LIKE WE ARE  
4 GOING TO GO INTO ITEM NUMBER 4C, WHICH IS, AGAIN, AN UPDATE --  
5 AM I ON 4C?

6

7 **JASON WEINSTEIN:** 4B.

8

9 **CHAIR, ROBERT POWERS:** I'M SORRY. I'M 4B, AN UPDATE. JASON?

10

11 **JASON WEINSTEIN:** WE ARE EXPERIENCING HIGH VOLUME ACTIVITY ON  
12 MOBILE DURING THE MORNING OF THE PARADE LAST MONDAY  
13 UNFORTUNATELY THAT DID AFFECT PEOPLE'S ABILITY TO LOAD VALUE  
14 ON THEIR CARD ON THE PHONE THIS WAS RESOLVED BY AFTERNOON OF  
15 THAT DAY. HOWEVER, AS A RESULT OF LAST MONDAY, WE CREATED A  
16 TEAM TO MANAGE THE PRIDE PARADE, AND THE OTHER ACTIVITIES THAT  
17 WERE TAKES PLACE THIS LAST WEEKEND. THE TEAM INCLUDES BART,  
18 MTC, AND CUBIC STAFF. WE HAD A ROBUST COMMUNICATION PLAN THAT  
19 WAS SUPPLEMENTED BY SUPPORT TEAMS AT VARIOUS BART STATIONS AND  
20 WE EXECUTED THAT -- AS WE EXECUTED THAT PLAN, WE DID NOT SEE  
21 THE LOADING AND CARD ISSUES WITH MOBILE THAT WE SAW LAST  
22 MONDAY. AND I WOULD LIKE TO ADD ON A PERSONAL NOTE THEY WORKED  
23 ALONGSIDE BART STAFF AT THE DUBLIN PLEASANTON STATION AND WE  
24 HELPED TO EDUCATE AND SHOW HUNDREDS OF PEOPLE HEW TO GET  
25 CLIPPER CARDS ON THEIR PHONE AND I WANT TO THANK OUR STAFF IN



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1 PARTICULAR FOR ALLOWING ME TO WORK ALONGSIDE THEM AND FOR THE  
2 GREAT OUTREACH AND SUPPORT THEY PROVIDED. WE DO HAVE A COUPLE  
3 OF SLIDES THAT I'LL QUICKLY WALK YOU THROUGH. FIRST SLIDE  
4 PLEASE. YOU CAN SEE THIS IS THE TOTAL CLIPPER TRANSACTIONS AND  
5 THE GOOD NEWS IS WE'RE PICKING UP HERE. SO QUICKLY MOVE ON.  
6 THE NEXT SLIDE SHOWS A TOTAL REVENUE SETTLED, AND AS YOU MIGHT  
7 SUSPECT WITH TRANSACTIONS BEING UP, SO IS VOLUME REVENUE. SO,  
8 THAT'S GREAT TOO. NEXT SLIDE. YOU CAN SEE HERE THE SHARP  
9 UPTICK IN MOBILE CARDS PROVISIONS. REMEMBER THE LIGHT BLUE ARE  
10 NEW CARDS ISSUED. SO, IN OTHER WORDS, JUST WENT TO PEOPLE'S --  
11 IN THEIR PHONES, AND GOT A NEW CARD, AND THE DARK BLUE LINE  
12 ARE THE PLASTIC CARDS BEING TRANSITIONED TO MOBILE. SO, VERY  
13 EXCITED TO SEE THE UPTICK HERE. NEXT SLIDE. AND THIS IS JUST  
14 THE NUMBER OF TRIPS MADE WITH MOBILE CARDS. YOU KNOW, WE'RE ON  
15 AN UPHILL CLIMB, AND WE'RE STILL THERE, IT'S KIND OF LEVELLED  
16 OFF A LITTLE BIT. NEXT SLIDE PLEASE. AND THEN, LASTLY, THIS IS  
17 THE NUMBER OF TRIPS USING MOBILE CARDS. AND YOU CAN SEE, WE  
18 CONTINUE TO PICK UP IN TERMS OF THE PERCENTAGE OF TRIPS MADE  
19 WITH MOBILE CARDS. SO, OVERALL, SINCE APRIL LAUNCH WE'RE AT  
20 ABOUT 12% OF TOTAL CLIPPER TAPS ON MOBILE, AND JUST FOR MAY  
21 WE'RE AT 17%. WE CONTINUE TO SEE, YOU KNOW, LITTLE  
22 IMPROVEMENTS, ACTUALLY. WE GET INTO PLACES WHERE IS WE HADN'T  
23 NECESSARILY EXPECTED AFTER A YEAR. SO WE'RE VERY EXCITED ABOUT  
24 THAT. OKAY. SO, MOVING ON. WE CAN PROBABLY TAKE THE SLIDES  
25 DOWN. I JUST HAVE A COUPLE OF OTHER THINGS TO UPDATE YOU ON.



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1 SO, WE, WITH REGARD TO CLIPPER START, I THINK WE WERE ASKED,  
2 AT THE LAST CEB MEETING TO GIVE YOU A COUPLE BITS OF  
3 INFORMATION THERE. SO I WANTED TO REPORT THAT AS OF MAY 20TH -  
4 - MAY, THIS MAY, 2022, OVER 13,000 APPLICATIONS WERE SUBMITTED  
5 WITH OVER 12,000 BEING APPROVED. AND, ALSO, AS OF MAY, OVER  
6 8,000 UNIQUE CLIPPER START CARDS HAD BEEN USED. OVER THE  
7 890,000 CLIPPER START TRIPS SINCE THE PROGRAM LAUNCHED OVER  
8 100,000 OF THOSE WERE TAKEN USING VIRTUAL CARDS. SO, IT'S  
9 PROBABLY IN THE -- A LITTLE OVER, SAME PERCENTAGE AS THE  
10 OVERALL CARD USAGE, 12%-ISH, SO IT'S CONSISTENT WITH OTHER  
11 USERS OF THE CLIPPER SYSTEM. IN TERMS OF CUSTOMER SERVICE,  
12 TRAINING CLASS OF FOUR AGENTS FINISHED TRAINING JUNE 10TH WITH  
13 TRAINING ON HANDS TRAINING AND THE TOTAL NUMBER OF CUSTOMER  
14 SERVICE REPRESENTATIVES NOW STANDS AT 41 PROVIDING GREAT PHONE  
15 SUPPORT. THAT IS MY REPORT. HAPPY TO ANSWER ANY QUESTIONS  
16

17 **CHAIR, ROBERT POWERS:** JASON, THANK YOU FOR THAT. LET'S GO TO  
18 MADAM CLERK AND SEE WHETHER WE HAVE WRITTEN COMMENT FROM THE  
19 PUBLIC AHEAD OF THIS MEETING OR AT THE MEETING WITH HAND  
20 RAISED, MADAM CLERK?

21

22 **CLERK, MARTHA SILVER:** THERE IS NO WRITTEN COMMENT RECEIVED ON  
23 THIS ITEM AND THERE IS ONE MEMBER OF THE PUBLIC WITH THEIR  
24 HAND RAISED. ALETA DUPREE.

25



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1 **SPEAKER:** THANK YOU CHAIR POWERS. ALETA DUPREE, SHE AND HER FOR  
2 THE RECORD. THINGS ARE LOOKING UP, OVERALL GOOD REPORT  
3 NUMBERS, GETTING MORE MOBILE CARDS OVER 10 MILLION TRANSACTIONS  
4 PER MONTH, AND HOPEFULLY AGENCIES CAN GET THAT NUMBER EVEN  
5 HIGHER. I DID READ THE REPORT ABOUT THE PROBLEMS WITH CLIPPER  
6 ON PARADE DAY. BUT THE NEWS REPORTS DON'T SAY VERY MUCH. I AM  
7 WONDERING, AND WE SHOULD FIND OUT WERE THE PROBLEMS THAT A  
8 USER HAD TO TRY MULTIPLE TIMES AND EVENTUALLY WERE ABLE TO  
9 LOAD THEIR CARD OR THEIR FARE VALUE, OR PASSES, ET CETERA? OR  
10 WERE THERE INSTANCES OF PEOPLE EXPERIENCING COMPLETE FAILURES  
11 AND ENDING UP ABANDONING THEIR TRIPS, WHERE THEY SAY, WELL,  
12 IT'S NOT WORTH TRYING, AS THEY END UP GOING AND GETTING A  
13 RIDE-SHARE, OR JUST NOT TAKING THE TRIP? SO, IF THE ANSWER IS  
14 NOT JUST IN PAPER TICKETS, BUT IT'S IN BUILDING OUR CLIPPER TO  
15 BE THE VERY BEST THAT IT CAN BE. BECAUSE BELIEVE ME IF IT WERE  
16 PAPER TICKETS IT WOULD BE A LOT WORSE THAN WHAT IT WAS. I  
17 THINK WE HAVE TO LOOK AT THAT EXPERIENCE. BECAUSE ESPECIALLY  
18 WITH NEW THINGS, PEOPLE TEND TO GIVE UP EASILY IF THE  
19 EXPERIENCE IS DIFFICULT ON THE FIRST TRY, AND WE WANT TO MAKE  
20 SURE THAT WE CAN KEEP PEOPLE. SO LET'S KEEP WORKING ON THIS.  
21 BUT WE HAVE TO FIND OUT WHAT THE CHARACTERISTICS OF THE  
22 FAILURE WERE THAT DAY AND EDUCATE PEOPLE GOING FORWARD THAT  
23 CLIPPER DOES WORK AND THEY CAN USE IT. THANK YOU.  
24



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1 **CLERK, MARTHA SILVER:** THANK YOU ALETA. AND THERE ARE NO  
2 MEMBERS OF THE PUBLIC WITH THEIR HAND RAISED FOR THIS ITEM.  
3

4 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU SO MUCH, MADAM CHAIR.  
5 CARTER, WHY DON'T WE START WITH YOU?  
6

7 **V. CHAIR, CARTER MAU:** THANK YOU CHAIR POWERS. THANK YOU JASON  
8 FOR THAT REPORT. VERY HELPFUL. MY QUESTIONS ARE WITH REGARD TO  
9 THE CLIPPER START PROGRAM. THANK YOU FOR SHARING NUMBERS WITH  
10 US. BUT I WAS WONDERING IF YOU -- OR MAYBE YOU CAN COME BACK  
11 AT A LATER DATE AND TELL US -- WHAT IS THE ESTIMATE OF HOW BIG  
12 THE ELIGIBLE POOL IS FOR CLIPPER START APPLICANTS? I'M  
13 INTERESTED IN HOW BIG THAT NUMBER IS COMPARED TO THE NUMBER OF  
14 PEOPLE WHO HAVE ASKED FOR CARDS. IS THEN I HAD A REPORT FROM  
15 MY STAFF THAT INDICATED THAT AN ALLERGY PERCENTAGE OF FUNDING  
16 SET-ASIDE TO REIMBURSE THE TRANSIT AGENCIES FOR CLIPPER START  
17 TRIPS HAS REMAINED UNSPENT WELL OVER 90%, MONEY IN THE BANK,  
18 [INDISCERNIBLE] TO SPEND IT DOWN. I'M NOT SURE WHAT THE  
19 CLIPPER EXECUTIVE BOARD'S ROLE IS IN THE CLIPPER START  
20 PROGRAM. ARE WE JUST PROVIDING THE MEDIUM FOR THE CLIPPER  
21 START POOL -- [INDISCERNIBLE] TO USE, OR IS MTC KIND OF  
22 OVERSEEING THE PILOT PROGRAM MAKING NECESSARY ADJUSTMENTS TO  
23 TRY TO MAKE IT A SUCCESS? I THINK WE ALL AGREE THAT IT'S A  
24 VERY IMPORTANT PROGRAM TO INCREASE EQUITY IN THE REGION, AND  
25 IT JUST STRIKES ME THAT A LOT OF THE MONEY HAS NOT BEEN SPENT,



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1 AND IS NOT GETTING INTO THE HANDS OF THE PEOPLE WHO NEED IT,  
2 AND WE NEED TO DO A BETTER JOB OF THAT. BUT I'M NOT SURE IF  
3 THAT'S CEB'S ROLE TO COME UP WITH THAT KIND OF INITIATIVE? OR  
4 IF THAT'S SOMETHING THAT MTC IS OVERSEEING AS PART OF THE  
5 PILOT PROGRAM. THANK YOU SO MUCH.

6

7 **JASON WEINSTEIN:** THANKS CARTER. I NOTED YOUR THREE POINTS. I  
8 DON'T KNOW IF THERESE HAS SOMETHING SHE MAY WANT TO SAY. I  
9 CERTAINLY -- WE CAN CERTAINLY COME BACK AT A LATER TIME AND  
10 ADDRESS THIS MORE FULLY. I KNOW STAFF HAS SOME THINGS WE CAN  
11 SAY, BUT I FEEL LIKE WE DO IT MORE JUST IF WE COULD HAVE SOME  
12 TIME TO GET BACK TO YOU.

13

14 **THERESE MCMILLAN:** I WOULD AGREE. I THINK IT'S A VERY IMPORTANT  
15 QUESTION. CLEARLY, PART OF THE CHALLENGE WAS THIS ALSO  
16 LAUNCHED, I THINK, RIGHT BEFORE THE PANDEMIC SHUT DOWN, OR  
17 SOON THEREAFTER. I MEAN, WE COULDN'T HAVE TIMED IT WORSE, IN  
18 SOME RESPECT. OR BETTER, TO THE DEGREE THAT THE PANDEMIC  
19 BROUGHT SIGNIFICANT ECONOMIC HARDSHIP FOR EXISTING RIDERS, IT  
20 WAS HELPFUL. THAT SAID, THERE WEREN'T A LOT OF PEOPLE MAKING  
21 TRIPS FOR REASONS WE KNOW. NOW ACKNOWLEDGE BACK I THINK IT'S  
22 APPROPRIATE TO TAKE A LOOK AT IT. OTHER REASONS IS THE  
23 TECHNICAL SIDE OF IT, IN TERMS OF DETERMINING ELIGIBILITY BY  
24 MEETING THE 200% FEDERAL THRESHOLD HAS RECEIVED A LOT OF  
25 ATTENTION OF LATE, BECAUSE MTC, WEARING ITS BATA HAT, AND ITS



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1 BAIFA HAT ARE LOOKING AT THIS AS A COMMON GUIDE TO HOW WE CAN  
2 DO THIS FOR OTHER EQUITY PROGRAMS. AND, LYSA, I REMEMBER  
3 QUERYING YOU ON THIS, WHEN WE WERE TALKING ABOUT BATA, BUT  
4 FROM THE CUSTOMER RESPONSES WE HAVE GOTTEN, IT'S BEEN VERY  
5 HIGH SATISFACTION FOR THOSE WHO HAVE PARTICIPATED THROUGH THE  
6 CHIRP START PROGRAM. THAT'S A GOOD THING. THEN TO DOING ENOUGH  
7 OUTREACH AND COMMUNICATION TO POTENTIAL POPULATIONS IN ORDER  
8 TO INCREASE THAT PENETRATION OF CLIPPER START. I WOULD OFFER  
9 THAT AND AGREE WITH JASON THAT A FOLLOW-UP PRESENTATION ON  
10 THIS TOPIC IS TIMELY, AND A GOOD ONE TO LOOK FORWARD TO.

11

12 **V. CHAIR, CARTER MAU:** I WAS JUST WONDERING, WHO IS OVERSEEING  
13 THE PROGRAM? IS IT THE COMMISSION? OR IS IT -- AND WHAT ROLE  
14 DOES THE CEB HAVE IN THIS?

15

16 **THERESE MCMILLAN:** WELL, MTC IS OVERSEEING THE PROGRAM. CAROL,  
17 WHY DON'T YOU -- OR JASON?

18

19 **CAROL KUESTER:** YEAH, I THINK THAT'S CORRECT. THERESE, THIS IS  
20 A PILOT PROGRAM. AND SO WE ARE IN A PILOT PERIOD, AND THERE IS  
21 A RIGOROUS EVALUATION COMPONENT TO THIS PILOT. BUT, CARTER,  
22 THE ORIGINAL FUNDING TO KIND OF -- TO OFFSET THE COST OF THE  
23 SUBSIDY, YOU KNOW, DO COME FROM THE COMMISSION. IT'S A GREAT  
24 QUESTION, THOUGH. I THINK IT'S REALLY IMPORTANT THAT -- AND I  
25 THINK IF I UNDERSTAND YOUR QUESTION CORRECTLY, IF THIS BOARD



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1 NEEDS TO FEEL SOME OWNERSHIP OVER THE PROGRAM SINCE IT IS  
2 DELIVERED THROUGH CLIPPER, BUT THE POLICY DECISIONS WERE  
3 REALLY MADE THROUGH A TRANSIT OPERATOR GROUP THAT IS NOT THE  
4 CEB. AND SIMILARLY THE FARE COORDINATION AND INTEGRATION STUDY  
5 WORK THAT'S UNDER WAY NOW HAS ITS OWN BODY TO COVER FOR AND  
6 TALK ABOUT THEIR POLICY. I THINK IT'S A FAIR QUESTION FOR THIS  
7 GROUP TO CONSIDER. IS THE CLIPPER PROGRAM REALLY THE TOOL FOR  
8 CARRYING OUT POLICIES THAT ARE SET ELSEWHERE? I THINK IN SOME  
9 CASES THAT IS THE CASE. IN SOME CASE IT IS THAT THIS GROUP  
10 SETS POLICY. BUT YES THROUGHOUT CHIRP START PROGRAM AND  
11 THROUGHOUT FARE COORDINATION AND INTEGRATION STUDY WE'RE  
12 BASICALLY TAKING DIRECTION TO IMPLEMENT SOMETHING. AND I THINK  
13 WE WILL HAVE A DECISION POINT AT THE END OF THIS PILOT PROGRAM  
14 TO DECIDE, YOU KNOW, HOW WE SHOULD MOVE FORWARD. AND I THINK  
15 WHEN WE MOVE FROM THE PILOT TO THE IMPLEMENTATION PHASE, MY  
16 VISION WOULD BE THAT THAT PROGRAM WOULD JUST BE WHOLLY OWNED  
17 BY THIS BOARD, AT THIS POINT.

18

19 **V. CHAIR, CARTER MAU:** THANK YOU.

20

21 **CHAIR, ROBERT POWERS:** OKAY. THERESE, HAD YOU -- YOU KIND OF  
22 RESPOND TO CARTER. DID YOU HAVE A COMMENT ON JASON'S DECK.

23

24 **THERESE MCMILLAN:** YES JUST SUPER QUICK HERE CHAIR POWERS. JUST  
25 AN OBSERVATION THAT NO ENTERPRISE WANTS TO ENCOUNTER THE



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1 CHALLENGES THAT WE SAW WITH THE PARADE. IT WAS A SCRAMBLE, AND  
2 I ALSO WANT TO VERY MUCH ACKNOWLEDGE BART AS WELL AS OUR CUBIC  
3 TEAM AND CLEARLY OUR CLIPPER STAFF FOR MANAGING THROUGH THAT  
4 EXERCISE. BUT IT'S ALSO UNUSUAL THAT SO CLOSE AFTERWARDS YOU  
5 GET ANOTHER SITUATION TO TEST WHAT YOU LEARNED, AND BE ABLE TO  
6 SEE IF THE RESPONSES AND THE ACTIVITIES YOU PUT TOGETHER TO  
7 RESPOND TO THE CRISIS THAT YOU SAW ON THE GROUND, COULD IN  
8 FACT BE AVOIDED, YOU KNOW, ANTICIPATED, AND REACTED TO, IN  
9 THIS CASE, AVOIDED, WITH SOMETHING AS BIG OR BIGGER IN SOME  
10 RESPECTS, WHICH WAS PRIDE. SO JUST WANT TO ACKNOWLEDGE THAT  
11 UNUSUAL CIRCUMSTANCE, AND THE FACT THAT WE DIDN'T RUN INTO,  
12 YOU KNOW, THOSE ISSUES, BY ALL ACCOUNTS THAT, WE SAW, I THINK  
13 IS A TESTAMENT TO THE COORDINATED PARTNERSHIP ON THE MANY  
14 LEVELS THAT WE HAVE. AND THE ABILITY TO, YOU KNOW, WHEN THINGS  
15 DON'T GO WELL, TO DEAL WITH THEM, LEARN FROM THEM, AND BE ABLE  
16 TO APPLY THEM TO THE NEXT ROUND. SO THAT WAS MY COMMENT.

17

18 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU, THERESE, FOR THOSE  
19 COMMENTS. CAROLYN GONOT, VTA.

20

21 **CAROLYN M. GONOT:** ACTUALLY, I WAS GOING TO ASK ABOUT THAT, AS  
22 WELL. JASON, CAN YOU -- [INDISCERNIBLE] WHAT THE ACTUAL --  
23 [AUDIO DIFFICULTIES] FOR THE WARRIORS, AND WHAT WE WERE ABLE  
24 TO DO, AND THEN, IN GENERAL, LIKE, YOU WERE SAYING YOU WERE  
25 GETTING PEOPLE REGISTERED OR WHATEVER, I AS I MENTIONED YOU



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1 AND CAROL GAVE ME -- RIGHT NOW, I CAN'T FIND MY CLIPPER CARD,  
2 AND I CAN'T MOVE THE MONEY I HAVE UNLESS I CALL TO MOVE IT  
3 OVER, AND I JUST HAVE HAD A LOT OF DIFFICULTIES, APPLE WALLET  
4 SOMETIMES WON'T DO IT, GIVES ME WEIRD MESSAGES. SO IF I'M  
5 RUNNING INTO A LOT OF PROBLEMS, I DON'T KNOW WHAT THE NORMAL,  
6 AVERAGE, CITIZEN, IS DOING IN TRYING TO GET A CLIPPER AND  
7 REGISTER IT AND PUT IT INTO APPLE WALLET. IT'S JUST A LITTLE  
8 CUMBERSOME. SO I WANT TO KNOW WHAT OF THE CHALLENGES ARE THAT  
9 YOU ARE SEEING.

10

11 **JASON WEINSTEIN:** I'LL TAKE ONE AT A TIME. AS IT RELATES TO THE  
12 WARRIOR'S PARADE, LET'S JUST SAY THAT THE THROUGHPUT THAT WE  
13 WERE GETTING CALLED ON THE SYSTEM FOR AT VARIOUS TIMES OF THAT  
14 MORNING WAS JUST NOT OUR PIPE TO BE ABLE TO ACCEPT THE NUMBER  
15 OF CALLS TO THE BACK END, IT JUST WASN'T BIG ENOUGH. SO, PART  
16 OF THAT WAS BECAUSE, YOU KNOW, WE HAVE SOME OF OUR NEW STUFF  
17 THAT WE HAVE CREATED FOR C2, TALKING THROUGH C1 DATABASES, AND  
18 IN ACKNOWLEDGE KEEPING AN EYE ON THAT TO MAKE SURE THE REST OF  
19 THE SYSTEM DOESN'T SUFFER. CUBIC AND THEIR TEAM HAVE MANAGED  
20 TO BE ABLE TO EXPAND THE BANDWIDTH SO THAT WE COULD TAKE MORE  
21 CALLS, INTO THE SYSTEM, TO GET MORE MOBILE CARDS, BUT NOT  
22 ADVERSELY IMPACT ANYTHING ELSE. SO, AT A HIGH-LEVEL THAT'S  
23 WHAT HELPED RESOLVE THE ISSUES THAT WE HAD IN TERMS OF PEOPLE  
24 NOT BEING ABLE TO ADD VALUE OR ADD CARDS LAST MONDAY. IN TERMS  
25 OF, YOU KNOW, THERE ARE ALL KINDS OF CHALLENGES AS IT RELATES



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1 TO PEOPLE ADDING THINGS TO THEIR MOBILE WALLET. THEY -- FOR  
2 EXAMPLE, SOME PEOPLE HAVE NEVER USED APPLE PAY OR GOOGLE PAY  
3 BEFORE. SO, THESE ARE FOREIGN CONCEPTS, ABSENT THE FACT THAT  
4 WE'RE TALKING ABOUT, HEY, LET'S PUT A CLIPPER CARD. SO, WE  
5 EDUCATE ALL ALONG THE WAY AND MEET PEOPLE WHERE THEY'RE AT.  
6 THERE ARE GOING TO BE CASE WHERE IS THERE ARE CONCERNS.  
7 CERTAINLY I'M HAPPY TO DO, YOU KNOW, TALK TO YOU OFFLINE. BUT,  
8 I MEAN, IN TERMS OF SEEING, LIKE, WIDESPREAD PROBLEMS, IT  
9 WASN'T LIKE THERE IS A FATAL FLAW AND WE NEED TO IMPROVE. IT'S  
10 JUST, WE JUST NEED TO MAKE SURE WE'RE EDUCATING AND GETTING  
11 EVERYBODY UP TO THE SAME LEVEL.

12

13 **CAROLYN M. GONOT:** YEAH, I WAS JUST WONDERING IF SOME OF THE  
14 AMOUNT OF CALLS YOU WERE GETTING -- GRANTED, THERE ARE A LOT  
15 OF NEW USERS TOO, PROBABLY TRYING TO FIGURE OUT HOW TO DO IT -  
16 - BUT, IS IT -- WHAT WERE SOME OF THE ISSUES THAT THEY WERE  
17 RUNNING INTO THAT THEY COULDN'T DO IT AS EASILY AND THEY HAD  
18 TO USE THE CALL CENTER. I GUESS THAT WAS PART OF THE THING. IS  
19 THERE ANYTHING WE FOUND OUT FROM THAT?

20

21 **JASON WEINSTEIN:** I HAVE TO BE HONEST, REMEMBER ONE OF THE  
22 CHALLENGES WITH OUR SYSTEM TODAY IS THAT IT'S CARD-BASED.  
23 WE'RE NOT AN ACCOUNT-BASED SYSTEM YET. SO BECAUSE WE HAVE THIS  
24 GREAT TOOL WITH THE MOBILE APP TO BE ABLE TO ADD -- PEOPLE ARE  
25 TRYING TO ADD VALUE FROM THE MOBILE APP, OR THEIR WEB TO THEIR



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1 PLASTIC CARDS AND EXPECTING THE VALUE TO BE THERE IMMEDIATELY.  
2 I HEARD THAT A COUPLE OF TIMES YESTERDAY. BUT WE KNOW THAT'S  
3 NOT THE CASE TODAY. IN THE FUTURE WHEN IT'S ACCOUNT-BASED, ALL  
4 TRANSACTIONS WILL BE ABLE FOR YOU TO USE WITHIN SECONDS OR A  
5 MINUTE OR A COUPLE OF MINUTES. BUT THAT'S NOT THE CASE TODAY.  
6 SO PEOPLE THAT HAD NOT USED THE SYSTEM BEFORE WERE SURPRISED  
7 WHEN THEY HEARD THAT. BECAUSE EVERY TIME IS THE FIRST TIME FOR  
8 SOME PEOPLE. SO, THAT'S JUST ONE. IN TERMS OF MOBILE, IT  
9 REALLY RAN THE GAMUT. THERE WERE SO MANY DIFFERENT THINGS IN  
10 TERMS OF PEOPLE FORGETTING THEIR PASSWORDS. ALL KINDS OF  
11 THINGS THAT ARE, LIKE, YOU KNOW, CAN BE CHALLENGING, BUT ARE  
12 THERE FOR PEOPLE'S PROTECTION. RIGHT? IT'S INTENDED TO BE  
13 HELPFUL. BUT, ALSO, NOT OVERLY COMPLICATED TO THE EXTENT THAT  
14 [INDISCERNIBLE].

15

16 **CAROLYN M. GONOT:** I THINK ONE OF THE THINGS, AND I ACTUALLY  
17 LEARNED THE LESSON THAT MY MONEY WASN'T GOING TO BE AVAILABLE  
18 WHEN I LOADED IT ON THAT DAY, BUT IT WAS LATER THAT YOU LEARN  
19 IT WHEN YOU GO TO BUY IT AND YOU GET THE MESSAGE THAT THE --  
20 THIS WILL BE IN YOUR ACCOUNT -- OR ON YOUR CARD IN 4 TO 5  
21 DAYS, OR WHATEVER THE TIME FRAME IS. IT IS, SORT OF,  
22 DISAPPOINTING TO KNOW. IT'S JUST THE INFORMATION TO THE BASIC  
23 PUBLIC. ME TRYING TO COME BACK IN AND USE THIS STILL HAVEN'T  
24 FIGURED OUT HOW -- I FIGURED OUT HOW TO GET INTO MY APPLE  
25 WALLET, I DO NOT HAVE THE CARD I HAVE TO CALL THE NUMBER AND I



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1 GUESS REPLACE THE CARD. I GUESS I'M -- I'M NOT SAYING I'M  
2 SPECIAL THEY NEED -- THAT I SHOULD BE ABLE TO DO IT -- I'M  
3 JUST WONDERING ABOUT THE AVERAGE PERSON. HOW SOON ARE WE GOING  
4 TO HAVE THE ACCOUNT-BASED SYSTEM UP AND RUNNING? WE ARE BEHIND  
5 THE TIMES COMPARED TO A LOT OF OTHER AREAS IN THE COUNTRY FOR  
6 A MAJOR METROPOLITAN AREA.

7

8 **JASON WEINSTEIN:** THE ANSWER TO THAT IS WHEN WE FULLY  
9 TRANSITION, AND THAT'S GOING TO BE IN LATE 2023, EARLY 2024.

10

11 **CHAIR, ROBERT POWERS:** OKAY. CAROL, DID YOU WANT TO --

12

13 **CAROL KUESTER:** YEAH, JUST QUICKLY, I THINK, LOOK, WE HAVE A  
14 WIDE VARIETY OF USERS, AND WE HAVE A WHOLE SLEW OF FEATURES.  
15 IS PEOPLE CHOOSE TO INTERACT WITH THE CLIPPER PROGRAM IN A  
16 VARIETY OF WAYS. SO, IT IS, I THINK, OFTEN CONFUSING FOR  
17 PEOPLE, YOU KNOW, WHEN THEY THINK ABOUT MOBILE, WHETHER THEIR  
18 CARD IS IN WALLET OR WHETHER THEY'RE WORKING WITH THE APP.  
19 HAVING FIELDDED THOSE QUESTIONS, AS JASON HAS, I CAN TELL YOU  
20 OUR FREQUENTLY ASKED QUESTIONS ON THE CLIPPER WEB SITE ARE UP  
21 TO DATE. BUT IT DOES TAKE, WHEN YOU'RE WORKING WITH SOMETHING  
22 NEW A LITTLE BIT OF PATIENCE TO LEARN THE SYSTEM. BUT BECAUSE  
23 WE HAVE CREATED OPTIONS YOU HAVE CHOICES ABOUT THOSE OPTIONS  
24 AND THAT'S A TRADEOFF I WOULD SAY AND I THINK THAT'S TRADEOFF  
25 THAT THIS BOARD WILL CONTINUE TO GRAPPLE WITH, FOR EXAMPLE, IF



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1 WE WERE TO OFFER EXTENDED CLIPPER FARE PAYMENT TO FIRST DRAFT  
2 MILE SERVICES SOME PEOPLE WOULD LOVE THAT SOME WOULD NEVER USE  
3 IT AND I THINK JUST THE SHEER COMPLEXITY IS MORE THAN SOME  
4 PEOPLE WANT TO GRAPPLE WITH. I'LL LEAVE IT THERE, BUT IT'S A  
5 GOOD TRANSITION TO OUR NEXT ITEM, WHICH IS -- HELISE IS GOING  
6 TO TALK ABOUT THE CUSTOMER RESEARCH WE HAVE DONE AND HAVING  
7 LISTENED TO THOSE FOCUS GROUPS. THAT'S WHERE I'M ALSO HEARING  
8 THAT DIFFERENT PEOPLE HAVE DIFFERENTLY LEVELS OF  
9 SOPHISTICATION AND DIFFERENT KINDS OF NEEDS. AND THE GOOD  
10 THING ABOUT THE CLIPPER PROGRAM IS WE ARE SETUP TO MEET A  
11 VARIETY OF THOSE NEEDS.

12

13 **CHAIR, ROBERT POWERS:** CAROLYN, YOU'RE MUTED, MA'AM.

14

15 **CAROLYN M. GONOT:** ONE FOLLOW UP. I KNOW THERE IS A VARIETY OF  
16 PEOPLE, DIFFERENT NEEDS, BASED ON DIFFERENT USERS. AND WE HAVE  
17 PRIORITIZED WHAT WE NEED TO DO BUT HAVE WE REALLY LOOKED AT  
18 THAT AGAIN? I KNOW WE HAVE DONE, SORT OF, CAPITAL ISSUES AND  
19 OPERATING, BUT YOU KNOW THE FOCUS SHOULD PROBABLY COVER WHAT -  
20 - MAKING THE EASE OF USE, OVERALL, FASTER OR SOMETHING. I JUST  
21 DON'T WANT TO GET SIDE TRACKED BY OTHER THINGS HERE AND THERE  
22 BY TRYING TO ADDRESS EVERYTHING. LIKE YOUR TALKING ABOUT FIRST  
23 AND LAST MILE WE SHOULD WORK ON THAT TOO, BUT I DON'T KNOW HOW  
24 WE WOULD INTEGRATE, AND I AM NEWER TO THE BOARD THAN MOST  
25 OTHERS.



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1

2 **CAROL KUESTER:** TOO, I THINK THAT OUR TRANSITION PLAN MOVING  
3 FROM THE ACCOUNT-BASED SYSTEM -- SORRY -- MOVING FROM THE  
4 CARD-BASED SYSTEM TO THE ACCOUNT-BASED SYSTEM KEEPS THE  
5 CUSTOMER TOP OF MIND AND HOPEFULLY MAKES THINGS EASIER FOR THE  
6 END USER BUT CREATES COMPLEXITY WE NEED TO MANAGE ON THE BACK  
7 END. FIRST, CLIPPER CARDS WILL BE BACKWARD COMPATIBLE, SO  
8 ANYONE WHO HAS A PHYSICAL CARD CAN CONTINUE TO USE THAT CARD.  
9 SECOND, ON A RELATED NOTE, BASICALLY, AGAIN, THE CUSTOMER WILL  
10 NOT HAVE TO TAKE ACTION. OUR ACTION TO DO THE TRANSITION WILL  
11 BE ON THE BACK-END SYSTEM. SO TO MY MIND THAT IS ONE OF THE  
12 MOST FUNDAMENTAL WAYS THAT WE HAVE KEPT THINGS SIMPLE. WE'RE  
13 NOT REQUIRING A BIG CARD EXCHANGE PROGRAM. FOLKS WHO GET  
14 BENEFITS ON THEIR CLIPPER CARD TODAY, OR WHO HAVE AN EMPLOYEE  
15 PREPAID BENEFIT LINKED TO THEIR CARD, ALL OF THOSE THINGS WILL  
16 CONTINUE. AND YOU KNOW, THERE IS A LOT OF TALK, AND I AM SURE  
17 -- I WOULDN'T BE SURPRISED IF WE HAVE SOME DISCUSSION ABOUT  
18 THIS TODAY ABOUT HAVING, IN ADDITION TO OUR CLIPPER ACCOUNT  
19 FUNCTIONS, THE ABILITY TO ACCEPT OPEN PAYMENTS, CREDIT AND  
20 DEBIT CARDS AT THE OPEN FARE GATE WITHOUT HAVING A CLIPPER  
21 CARD. OUR PROGRAM HAS PUSHED -- SAYS THAT WE WILL HAVE THAT  
22 CAPABILITY ON DAY ONE WHEN WE TRANSITION. BUT BASICALLY SAYS  
23 THAT, THAT'S NOT GOING TO BE OUR PRIMARY WAY OF DOING BUSINESS  
24 WITH TRANSIT CUSTOMERS, AND I'LL TELL YOU, FOR A LOT OF  
25 TRANSIT RIDERS THAT IS IMPORTANT TO HEAR. I THINK A LOT OF US



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1 WHO TRAVEL AND TAKE TRANSIT IN DIFFERENTLY CITIES THINK IT'S  
2 REALLY AWESOME TO BE ABLE TO TAKE OUT YOUR CREDIT CARD AND  
3 TAP, TAP, TAP AND USE IT ON THE FARE GATE, WE DO TOO. BUT  
4 TRANSIT RIDERS IN THE REGION WHO ARE MINDFUL OF HOW THEY'RE  
5 SPENDING THEIR MONEY WANT TO BE ABLE TO PUT A LIMITED AMOUNT  
6 OF FUNDS SOMETIMES ON A CARD, AND THAT'S THE END OF IT THAT I  
7 WANT TO BE ABLE TO TIGHTLY MANAGE THAT MONEY. IN THE BIG  
8 PICTURE WE'RE FOCUSED ON THE TRANSIT CUSTOMER BASE NOT BEING  
9 OVERLY DISTRACTED BY THE BELLS AND WHISTLES.

10

11 **CAROLYN M. GONOT:** YEAH, I APPRECIATE THAT THE OPEN PAYMENT  
12 SYSTEM.

13

14 **CHAIR, ROBERT POWERS:** DO WE HAVE ANY OTHER MEMBERS WANTING TO  
15 COMMENT OR QUESTIONS FOR JASON ON THIS ITEM? OKAY. I'M NOT  
16 SEEING ANY JASON. WE'RE GOING TO MOVE TO ITEM 4C. AND THIS IS  
17 WHAT CAROL JUST REFERRED TO. WE'RE GOING HAVE AN UPDATE ON OUR  
18 CLIPPER CUSTOMER NON-USER RESEARCH SURVEY RESULTS. AND HELISE  
19 IS GOING TO WALK US THROUGH THIS.

20

21 **HELISE COHN:** THAT'S CORRECT. THANK YOU EVERYONE. GOOD  
22 AFTERNOON. I AM HELISE COHN, I'M A PROGRAM COORDINATOR WITH  
23 THE CLIPPER TEAM, AND I MANAGED A RESEARCHED EFFORT TO LEARN  
24 ABOUT CLIPPER CUSTOMERS AND NON-USERS. I UPDATED THIS BOARD ON  
25 THE METHODOLOGY THAT WOULD BE USED TO COLLECT DATA. I WAS



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1 ASKED BY THE BOARD TO ENSURE THAT COMMUNITIES OF COLOR AND  
2 DISADVANTAGED COMMUNITIES HAD OPPORTUNITY TO PARTICIPATE IN  
3 THIS EFFORT. SUBSEQUENTLY THIS RESEARCH EFFORT WAS EXPANDED TO  
4 COLLECT QUALITATIVE DATA THROUGH TEN FOCUS GROUPS IN ADDITION  
5 TO THE QUANTITATIVE DATA COLLECTED THROUGH THE SURVEY. WE HELD  
6 TWO MEETINGS WITH MEMBERS OF THE UNHOUSED COMMUNITY TO SOLICIT  
7 THEIR FEEDBACK. TODAY, I AM SHARING WITH YOU PRELIMINARY  
8 RESULTS FOR THE SURVEY, BECAUSE THESE ARE TOP LINE SUMMARIES,  
9 THEY AREN'T BROKEN DOWN BY GEOGRAPHY DEMOGRAPHICS OR OPERATOR  
10 YET. I'LL BRING MORE COMPREHENSIVE RESULTS TO A LATER BOARD  
11 MEETING. THE SURVEY RAN FOR ABOUT SIX WEEKS IN APRIL AND MAY A  
12 LITTLE OVER 2500 SURVEYS WERE COMPLETED BY TRANSIT RIDERS. 75%  
13 OF THE SURVEYS WERE COMPLETED BY CLIPPER CUSTOMERS WITH THE  
14 REMAINDER COMPLETED BY NON-USERS. THE GOOD NEWS IS,  
15 SATISFACTION WITH CLIPPER TENDS TO BE VERY HIGH INCENTIVE OF  
16 CLIPPER USERS ARE SATISFIED WITH THE EXPERIENCE OF USING  
17 CLIPPER BOTH PLASTIC AND MOBILE CARD USERS EXPERIENCED HIGH-  
18 LEVEL SATISFACTION S FURTHERMORE 97% OF MOBILE AND PLASTIC  
19 CARD USERS ARE HIGHLY LIKELY TO RECOMMEND CLIPPER TO OTHER  
20 TRANSIT USERS. ABOUT 20% OF CLIPPER USERS WHO RESPONDED TO THE  
21 SURVEY ARE MOBILE CARD USERS. RESPONDENTS WERE ASKED WHAT THEY  
22 LIKED BEST ABOUT THE MOBILE CARDS 44% SAID THE CONVENIENCE AND  
23 EASE OF USE AND 20% SAID NOT NEEDING TO BRING OR KEEP TRACK OF  
24 A PLASTIC CARD. WHEN ASKED WHAT THEY LIKED LEAST ABOUT THEIR  
25 MOBILE CARDS 35% SAID THERE WAS NOTHING THEY DISLIKED AND 22%



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1   SOMETIMES THERE WAS DIFFICULTY WITH THE CARD BEING SCANNED OR  
2   READ. IN TERMS OF THE CLIPPER APP 20% OF RESPONDENTS SAID THEY  
3   HAVE IT ON THEIR PHONE AND 16% OF THOSE WITH THE APP SAID THEY  
4   USE IT AT LEAST ONCE A WEEK. WE ALSO SURVEYED NON-CLIPPER  
5   USERS, 51% OF THEM PAY THEIR FARES WITH CASH ANOTHER 22% USE  
6   SINGLE RIDE TICKETS OR TOKENS AND 52% USE DAY PASS. NON-USE  
7   RESPONDENTS OR CURRENT RIDERS ARE MORE FAMILIAR WITH CLIPPER  
8   OR SPECIAL USER U USE RIDERS. AS MENTIONED WE DID FOCUS  
9   GROUPS. WE DID TEN OF THEM TO ECHO WHAT CAROL WAS SAYING WE  
10  DID GET A LOT OF FEEDBACK THAT PEOPLE MANAGE THEIR BEINGS IN  
11  DIFFERENT WAYS. THEY HAVE DIFFERENT EXPERIENCES USING IT, BUT  
12  PEOPLE -- THE ONES WHO ARE USING CLIPPER WERE SOMEWHAT  
13  PROACTIVE IN CUSTOMIZING THE EXPERIENCE TO WHAT WORKED BEST  
14  FOR THEM. AND, I THINK THAT'S IT. AND I AM HAPPY TO ANSWER ANY  
15  QUESTIONS.

16

17  **CHAIR, ROBERT POWERS:** OKAY. THANKS FOR THE REPORT, HELISE.  
18  MADAM CLERK, PUBLIC COMMENT, EITHER WRITTEN OR CURRENTLY WITH  
19  THEIR HAND UP?

20

21  **CLERK, MARTHA SILVER:** THERE IS NO WRITTEN CORRESPONDENCE  
22  RECEIVED ON THIS ITEM AND THERE IS ONE MEMBER OF THE PUBLIC  
23  WITH THEIR HAND RAISED. ALETA, GO AHEAD AND UNMUTE YOURSELF.  
24  YOU HAVE TWO MINUTES.

25



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1 **SPEAKER:** THANKS CHAIR BOB POWERS. ALETA DUPREE FOR THE RECORD  
2 SHE AND HER. THIS IS VERY IMPORTANT IN BEING ABLE TO LEARN  
3 ABOUT OUR POTENTIAL USER POPULATION OF CLIPPER. I OFTEN  
4 SCRATCH MY HEAD SOMETIMES WONDERING WHY SOME PEOPLE AREN'T  
5 USING CLIPPER. AND THERE ARE MANY REASONS. AND WE WANT TO FIND  
6 OUT. SOME PEOPLE HAVE FEAR. SOME HAVE IRRATIONAL FEAR. SOME  
7 HAVE MISTRUST. I DON'T -- YOU KNOW, THERE ARE PEOPLE WHO ARE  
8 FUMBLING WITH THE MONEY IN THE FARE BOX, DROPPING IT ON THE  
9 FLOOR, AND THEY ENDS UP LOSING SOME OF IT, AND I SCRATCH MY  
10 HEAD SAYING, "HOW COME." AND WE WANT TO FIND OUT HOW CAN WE  
11 HELP PEOPLE OVERCOME THEIR FEARS. IT'S KIND OF LIKE PEOPLE  
12 BEING AFRAID TO FLY ON AIRPLANES. EVEN THOUGH AIRPLANES ARE  
13 STATISTICALLY THE SAFEST WAY TO TRAVEL. SO ELECTRIC PAYMENT IS  
14 STATISTICALLY THE SAFEST WAY TO TRANSFER MONEY YET MANY PEOPLE  
15 ARE FEARFUL. THERE'S A GLOBAL EDUCATIONAL PERSPECTIVE OF THIS.  
16 WHY THERE IS SOME WHO ARE FEARFUL OF HAVING A CARD OR SOME  
17 KIND OF A BANKING ACCOUNT. AND MANY PEOPLE WHO HAVE CASH,  
18 THEY'RE ACTUALLY NOT PAID IN CASH. THEY GET DIRECT DEPOSITS.  
19 IT'S JUST THAT THEN THEY GO TO AN ATM MACHINE, OR TO A CHECK  
20 CASHING PLACE IF THEY HAVE A CHECK, AND PAY A REGRESSIVE 3%  
21 FEE. BUT MANY PEOPLE CAN BYPASS T I THINK IT'S IMPORTANT TO  
22 LOOK AT PEOPLE'S FEARS, BECAUSE THIS IS NOT ANYTHING TO BE  
23 AFRAID OF. I'M AFRAID OF PLANES BUT I STILL FLY, AND I'M NOT  
24 AFRAID TO USE CLIPPER.

25



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1 **CHAIR, ROBERT POWERS:** THERESE MCMILLAN.

2

3 **THERESE MCMILLAN:** SINCE THIS IS A PRELIMINARY FINDING YOU CAN  
4 TELL US WHEN THERE WILL BE A COMPILATION OF THE SURVEY RESULTS  
5 AND HOW THAT WILL BE SHARED?

6

7 **HELISE COHN:** WE'RE GETTING FINAL SUMMARIES OF THE FOCUS GROUPS  
8 QUANTITATIVE SURVEYS BITES END OF NEXT WEEK. THEY WILL HAVE  
9 BREAK DOWN BY DEMOGRAPHICS AND GEOGRAPHY AND TRANSIT OPERATOR.  
10 WHAT WE WILL DO ONCE WE HAVE GOTTEN THAT AND REVIEWED IT I CAN  
11 PREPARE A PRESENTATION FOR THE BOARDS.

12

13 **THERESE MCMILLAN:** THANK YOU.

14

15 **CHAIR, ROBERT POWERS:** THANKS HELISE FOR THAT. IF OTHER MEMBERS  
16 OF THE COMMITTEE WOULD LIKE TO COMMENT? ASK QUESTIONS OF  
17 HELISE ON THIS TOPIC? OKAY. I AM NOT SEEING ANY, MADAM CLERK.  
18 AND, I THINK WE WILL NOW MOVE ON TO ITEM 4D, WHICH IS  
19 INFORMATIONAL UPDATE, AGAIN, AND IT'S ON THE AMENDED AND  
20 RESTATED MOU FOR CLIPPER. AND I THINK KELLEY JACKSON IS GOING  
21 TO WALK US THROUGH SOME OF HER CURRENT THINKING ON THIS.

22

23 **KELLEY JACKSON:** GOOD AFTERNOON. KELLEY JACKSON, MTC STAFF. SO  
24 STAFF HAS BEEN PROVIDING THIS BOARD REGULAR UPDATES ON THE  
25 DEVELOPMENT OF THE 2022 AMENDED AND RESTATED MOU, WHICH WE



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1 NEED TO SUPPORT THE OPERATIONS OF THE C2 SYSTEM, INCLUDING  
2 COST SHARING AGREEMENTS TIED TO THE SYSTEM INTEGRATOR CUSTOMER  
3 SERVICE CENTER, PAYMENT SERVICES AND FARE MEDIA CONTRACTS.  
4 SINCE LAST MONTH STAFF HAS COMPLETED A DRAFT OF THREE OF THE  
5 COST SHARING AGREEMENT FOR THE CAPITAL OPERATING COSTS, USING  
6 CLIPPER RIDERSHIP AS A METRIC FOR THE AMENDMENT IS ATTACHED TO  
7 THIS ITEM AND REVIEW BY TRANSIT AGENCY EXECUTIVES GENERAL  
8 COUNSEL AND AGENCY STAFF OUR GOAL IS TO BRING THIS ITEM TO THE  
9 CLIPPER EXECUTIVE BOARD AND MTC OPERATIONS COMMITTEE IN JULY  
10 SO THAT WE CAN BEGIN CIRCULATING THE APPROVED MOU FOR  
11 SIGNATURES AND HAVE IT FULLY EXECUTED BY SEPTEMBER IN ADVANCE  
12 OF CUBIC BEGINNING TO INVOICE US FOR ACCOUNT PHASE TWO  
13 OPERATIONS AND MAINTENANCE COST.

14

15 **CHAIR, ROBERT POWERS:** OKAY. KELLEY, DOES THAT COMPLETE YOUR  
16 REPORT?

17

18 **KELLEY JACKSON:** YES.

19

20 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU. LET'S SEE, MADAM CLERK,  
21 PUBLIC COMMENT?

22

23 **CLERK, MARTHA SILVER:** THERE IS NO WRITTEN CORRESPONDENCE  
24 RECEIVED ON THIS ITEM AND THERE ARE NO MEMBERS OF THE PUBLIC  
25 WITH THEIR HANDS RAISED.



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1

2 **CHAIR, ROBERT POWERS:** OKAY. I'M GOING TO TAKE CHAIR'S  
3 PREROGATIVE ON THIS, AND KIND OF LEAD THIS SLIGHTLY DIFFERENT.  
4 AND MY PLAN IS, I'M GOING TO CALL ON COMMITTEE MEMBERS. WE  
5 HAVE BEEN WORKING ON THIS AMENDED MOU, AND IT'S COME TO, IN  
6 FRONT OF THE CLIPPER EXECUTIVE TEAM HERE AT LEAST ONCE. AND I  
7 KNOW THE CLIPPER TEAM HAS BEEN WORKING WITH YOUR STAFF'S TEAM.  
8 SO, WHAT I WOULD JUST VERY MUCH LIKE, WHETHER OR NOT WE CAN  
9 ANSWER ALL THE QUESTIONS RIGHT NOW, THAT'S NOT PART OF IT. YOU  
10 KNOW, WE CAN -- YOU KNOW, JASON AND HIS TEAM, AND KELLEY AND  
11 HER TEAM WILL GET TO THE QUESTIONS IF THEY CAN, BUT AT LEAST WE  
12 CAN GET THEM ON RECORD AND THEN WE CAN SORT THROUGH THAT DATA  
13 SET, SO WHEN THIS DOES COME BACK AS AN ACTION ITEM WHENEVER  
14 THE NEXT -- WHENEVER WE'RE AGENDAIZING IT, IS IT SEPTEMBER,  
15 KELLEY? YEAH?

16

17 **KELLEY JACKSON:** JULY. JULY. VERY IMPORTANT THAT WE HAVE IT  
18 EXECUTED BY SEPTEMBER AND WE HAVE TO BRING IT TO THE MTC  
19 OPERATIONS COMMITTEE, AS WELL.

20

21 **CHAIR, ROBERT POWERS:** SO WE WANT -- I'LL RESTATE MY PLAN HERE,  
22 KELLEY. THE NEXT TIME IT COMES TO THE COMMITTEE, HERE, WE  
23 WOULD LIKE IT TO BE AN ACTION ITEM. AND, YOU KNOW, IF  
24 POSSIBLE, TO MAKE SURE THAT QUESTIONS AND CONCERNS ARE  
25 ADDRESSED AS MUCH AS WE CAN AHEAD OF TIME. SO, MY GOAL, THERE,



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1 AT THIS MEETING, IS JUST GET THE ITEMS OUT ON THE TABLE, MAKE  
2 SURE KELLEY IS TRACKING ON THEM, AND SHE CAN GO BACK WITH YOUR  
3 TEAMS AND KIND OF NAVIGATE THOSE DISCUSSIONS. SO, IT'S NOT --  
4 DON'T FEEL LIKE I'M DISRESPECTING, OR BEING ANYTHING OTHER  
5 THAN JUST GETTING -- TRYING TO GET THE ITEMS OUT ON THE TABLE.  
6 SO I'M JUST GOING TO KIND OF GO THROUGH HERE AND JUST CALL ON  
7 PEOPLE, IF YOU DON'T -- IF YOU WOULD JUST ALLOW ME TO. SO,  
8 CARTER, LET'S START WITH YOU.

9

10 **V. CHAIR, CARTER MAU:** THANKS CHAIR POWERS. NO REAL QUESTIONS.  
11 I HAVE BEEN GETTING BRIEFED BY MY STAFF. I WOULD JUST LIKE TO  
12 MAKE SURE THAT WE GET THE MOU IN ADVANCE SO WE HAVE A CHANCE  
13 TO REVIEW IT BEFORE WE TAKE ACTION NEXT MONTH. I WAS ALSO  
14 WONDERING, IF YOU'RE GOING FOR COMMISSION ACTION IN SEPTEMBER,  
15 OR AUGUST, OR JULY -- I'M NOT SURE -- WHEN YOU ARE THE  
16 EXPECTING THE TRANSIT AGENCY BOARDS TO TAKE ACTION ON THIS  
17 BEFORE OR AFTER THE CLIPPER EXECUTIVE BOARD DOES? BECAUSE SOME  
18 OF US HAVE -- YOU KNOW, OUR SCHEDULES FOR OUR BOARD MEETINGS.  
19 I'M WONDERING THE TIMING OF HOW THIS IS SUPPOSED TO WORK OUT?

20

21 **JASON WEINSTEIN:** I CAN TAKE THAT CHAIR POWERS IF YOU WANT.

22

23 **CHAIR, ROBERT POWERS:** SURE.

24



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1 **JASON WEINSTEIN:** THE PLAN WILL BE WE'LL GO TO THE OPS  
2 COMMITTEE WHICH IS JULY 8TH OR 9TH, I BELIEVE, I DON'T KNOW  
3 OFF THE TOP OF MY HEAD. BUT IT IS JULY 8TH, AND THEN WE'LL  
4 COME BACK TO THIS BOARD, THE CLIPPER EXECUTIVE BOARD ON THE  
5 18th OF JULY. IT'S A LITTLE REVERSED BECAUSE WE'RE TRYING TO  
6 TAKE ADVANTAGE OF THE FACT THAT THE MTC OPERATIONS COMMITTEE  
7 DOESN'T MEET IN AUGUST. RIGHT? SO, AFTER CLIPPER -- AFTER THIS  
8 BOARD IDEALLY APPROVES IT ON THE 18th, YOU ARE FREE TO, YOU  
9 KNOW, TAKE IT TO YOUR BOARDS, AND WE UNDERSTAND THE FACT THAT  
10 VARIOUS TRANSIT OPERATORS HAVE TO TAKE IT TO THEIR CITY  
11 COUNCIL, OR THEIR BOARDS. SO, THE IDEA THAT BEING WRAPPED UP  
12 IN SEPTEMBER WOULD BE IDEAL.

13

14 **CAROL KUESTER:** RIGHT. TYPICALLY WHEN WE TAKE ITEMS TO OUR  
15 OPERATIONS COMMITTEE, WE INCLUDE A NOTE THAT SAYS THAT THE  
16 CLIPPER EXECUTIVE BOARD HAS APPROVED THIS ITEM. IN THIS CASE,  
17 WE WILL NOT BE SAYING THAT. BUT, OUR OPERATIONS COMMITTEE  
18 NEEDS TO INDEPENDENTLY ACT ON THE MOU, BECAUSE THEY'RE A  
19 SIGNATORY TO THAT DOCUMENT. SO WE'LL BE GOING IN JULY. WE'LL  
20 BE NOTING THAT THE CLIPPER EXECUTIVE BOARD NEEDS TO APPROVE  
21 THE ITEM. THAT HAS NOT YET BEEN APPROVED.

22

23 **V. CHAIR, CARTER MAU:** OKAY. THANK YOU.

24



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1 **CHAIR, ROBERT POWERS:** THANKS CARTER. GOOD COMMENTS. LET'S GO  
2 TO MR. CHURCHILL. BILL?

3

4 **BILL CHURCHILL:** THANK YOU CHAIR POWERS. I'M NOT SURE I HAVE A  
5 QUESTION, SO MUCH AS MAYBE A COMMENT AND CONCERN. SO, I  
6 NOTICED THAT SOME OF THE LANGUAGE FROM RESOLUTION 3866 WAS  
7 TRANSITIONED TO THE MOU FOR THE C2. AND I GUESS, A COUPLE OF  
8 THE CONCERNS I HAVE -- AND I COUPLE OF PIECES MAYBE DIDN'T  
9 MAKE IT FROM RESOLUTION 3866 PROBABLY NOTABLY THE PROVISION  
10 THAT WOULD ALLOW OPERATORS TO TAKE A LEADERSHIP ROLE IN  
11 IMPLEMENTING NEW TECHNOLOGIES. AND I THINK MAYBE THAT SHOULD  
12 BE INCLUDED AS WELL. AND, ALSO, I GUESS THE CONCERN I HAVE IS,  
13 IN PARTICULAR, OPERATORS IN THE OUTER RING OF THE NINE COUNTY  
14 BAY AREA, ACTUALLY INTERACT WITH OTHER TRANSIT AGENCIES THAT  
15 ARE OUTSIDE OF THE BAY AREA, AND, SO, IT'S IMPORTANT FOR SOME  
16 OF THOSE OPERATORS TO SHARE A COMMON FARE STRUCTURE THAT MAKES  
17 IT MAYBE A BIT EASIER FOR PASSENGERS TO TRAVEL FROM OUTSIDE  
18 THE BAY AREA AND INTO THE BAY AREA AND VICE-VERSA. SO, I THINK  
19 THERE SHOULD BE, MAYBE, SOME PROTECTIONS FOR SOME OF THAT  
20 NUANCE. AND I GUESS THE OTHER CONCERN THAT I HAD WAS, IN THE  
21 RESOLUTION 3866, PHASE THREE OPERATORS WERE ALLOWED TO HAVE A  
22 LONGER TRANSITION TIME. THEY WERE A BIT -- THERE WAS SOME  
23 EXEMPTIONS TO SOME OF THE FARE RULES. AND, YOU KNOW, I KNOW  
24 THERE IS GOING TO BE A TRANSITION TIME FOR SOME OF THE  
25 COMPONENTS OF C2. SO I GUESS I'M LOOKING FOR MAYBE A LITTLE



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1 BIT OF FLEXIBILITY IN MAKING SOME OF THE -- AT LEAST FOR SOME  
2 OF THE SMALLER OPERATORS TO BE ABLE TO HAVE SOME TIME WITH  
3 DIFFERENT FARE STRUCTURES WHILE C2 BRINGS THEM ONLINE AND  
4 IMPLEMENTS THEM. PARATRANSIT MIGHT BE ONE SUCH EXAMPLE. SO, I  
5 DON'T KNOW IF YOU HAVE ANY QUESTIONS OF ME ALONG THOSE LINES,  
6 AND I DON'T KNOW IF THOSE COMMENTS MAKE SENSE. BUT I'M  
7 CERTAINLY HAPPY TO ELABORATE. ANDY, YOU CAN TALK OFFLINE IF  
8 THAT WOULD BE HELPFUL, AS WELL.

9

10 **CAROL KUESTER:** IF I COULD JUST RESPOND REAL QUICK. THERE IS NO  
11 RANGE THAT WAS MOVED VERBATIM FROM 3866 INTO THIS MOU. THEY  
12 ARE TWO DIFFERENT DOCUMENTS. SO SOME OF THE SENTIMENTS  
13 CERTAINLY PULL IN THE SAME DIRECTION. BUT, 386 -- THE UPDATE  
14 AND REVISION OF 3866 IS BEING HANDLED BY ANOTHER GROUP ON A  
15 DIFFERENT TIMELINE. WITH RESPECT TO THE TRANSITION OF  
16 OPERATORS, I THINK WE CAN TALK ABOUT THAT, YOU KNOW, IN ONE OF  
17 -- IN A FUTURE MEETING. AND WE CAN CERTAINLY TALK ABOUT  
18 PREFERENCES WITH RESPECT TO TRANSITIONING. I THINK, YEAH, THE  
19 -- I THINK WE'LL HAVE A LOT MORE FLEXIBILITY -- WELL, I  
20 SHOULDN'T SPEAK OUT OF TURN. I SHOULD LET JASON SPEAK ADDRESS  
21 THAT QUESTION ABOUT TRANSITION. THERE WAS A TIME WHEN SMALL  
22 OPERATORS WERE RELUCTANT AND THEN EVERYONE WAS IN A HEAR SO  
23 WE'RE IN A MUCH DIFFERENT PLACE WITH THE TRANSITION. JASON  
24 WOULD YOU LIKE TO SPEAK TO THE UPDATE

25



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1 **JASON WEINSTEIN:** I NEED CLARITY WITH TRANSITION OR WHAT IF  
2 IT'S MOBILE APPS OR THAT? I'M NOT SURE.

3

4 **CHAIR, ROBERT POWERS:** BILL, I WOULD ENCOURAGE OUR EXECUTIVE  
5 DIRECTOR, CAROL AND HER TEAM, JASON, AND KELLEY, TO SIT DOWN  
6 WITH YOU, AND KIND OF HAVE A BACK AND FORTH SO THAT YOU  
7 UNDERSTAND IS THEY UNDERSTAND WHERE YOU'RE COMING FROM. SO  
8 THEY -- YOU KNOW, YOUR LAST COMMENT WAS, YOU KNOW, MAYBE I CAN  
9 SIT DOWN WITH YOU FOLKS, AND WE'RE GOING TO TAKE YOU UP ON  
10 THAT. SO, CAROL, IF YOU COULD, YOU KNOW, TAKE NOTES ON THIS.  
11 BILL, ANYTHING ELSE ON YOUR SIDE?

12

13 **BILL CHURCHILL:** NO, CHAIR POWERS. I APPRECIATE THAT. AND I  
14 JUST WANTED TO EXPRESS MY APPRECIATION TO STAFF AND YOUR  
15 WILLINGNESS TO CHAT WITH ME ABOUT THAT. AND I LOOK FORWARD TO  
16 THE OPPORTUNITY.

17

18 **CHAIR, ROBERT POWERS:** GOOD. OKAY. THANK YOU FOR THAT, BILL.  
19 CAROLYN?

20

21 **CAROLYN M. GONOT:** I HAVE BEEN GETTING BRIEFED BY MY STAFF. SO  
22 I'M NOT SURE IF I HAVE ANY QUESTIONS RIGHT NOW. I WAS READING  
23 THROUGH IT BEFORE, BUT, THEY'RE BRIEFING ME.

24



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1 **CHAIR, ROBERT POWERS:** OKAY. ANY FOLLOW-UP, TO OUR EXECUTIVE  
2 DIRECTOR ON THIS WELL AHEAD OF OUR NEXT BOARD MEETING.

3

4 **CAROLYN M. GONOT:** AND ANY HEADS UP GOING TO THE BOARDS AHEAD  
5 OF TIME THAT WOULD BE GREAT.

6

7 **CHAIR, ROBERT POWERS:** THANK YOU, CAROLYN. MIKE ISN'T MERE, BUT  
8 AC TRANSIT, DID YOU WANT TO ARTICULATE ANY CONCERNS OR  
9 QUESTIONS? OR -- OR EPIPHANIES ABOUT THE MOU?

10

11 **AHSAN BAIG:** YEAH. THANKS FOR THE OPPORTUNITY, CHAIR POWERS.  
12 THIS IS AHSAN BAIG FROM AC TRANSIT, I HAVE BEEN WORKING WITH  
13 JASON, CAROL, AND GOING THROUGH NOTES LOOKING INTO NUMBER OF  
14 CHANGES THE TIMING SIDE AND SERIES OF EVENTS THAT ARE GOING TO  
15 HAPPEN FROM THE BOARD'S APPROVAL APRIL THAT'S THE CERTAIN I  
16 HAVE IF THE CLIPPER EXECUTIVE BOARD APPROVES ON JULY 18TH, WE  
17 JUST NEED TO SEE WHEN ARE WE GOING TO TAKE A VERSION TO OUR  
18 BOARD FOR THEIR REVIEW AND APPROVAL. SO, MORE ON THE LOGISTIC  
19 SIDE, THERE ARE SOME, I THINK, JUST ECHOING THE COMMENCE FROM  
20 MR. CHURCHILL ON THE TECHNOLOGY SIDE, I THINK THE BIGGEST  
21 CHALLENGE WE HAVE AS A CIO, FOR MYSELF, IS THE PACE OF  
22 TECHNOLOGY. SO, I'M GOING TO BE WORKING WITH JASON TO SEE WHAT  
23 KIND OF LANGUAGE WE CAN INSERT TO MAKE SURE THAT WE ARE AS  
24 OPEN AS POSSIBLE, ESPECIALLY WHEN WE ARE WORKING AND LIVING IN  
25 THE BAY AREA, TO MAKE SURE THAT WE HAVE THE COMPETITIVENESS



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1 AND THE INNOVATION IN THIS MOU. THANK YOU FOR THE OPPORTUNITY,  
2 CHAIR POWERS.

3

4 **CHAIR, ROBERT POWERS:** MY PLEASURE. THANKS FOR BEING HERE.  
5 GREAT COMMENTS. LET'S SEE, WHY DON'T WE GO DO BETH KRANDA.

6

7 **BETH KRANDA:** THANKS. THE ONLY THING WE HAD A BIT OF CONCERN  
8 ABOUT IS UNDER ARTICLE ONE SEPARATOR'S RESPONSIBILITIES IN  
9 SECTION F THAT WE WILL REFRAIN FROM ESTABLISHING OTHER FARE  
10 PAYMENT SYSTEMS. WE ALREADY HAVE OTHER FARE PAYMENT SYSTEMS.  
11 SO I JUST WANTED TO MAKE NOTE OF THAT.

12

13 **CHAIR, ROBERT POWERS:** OKAY. SO THERE IS SOME BACK AND FORTH  
14 NEEDED THERE, CAROL, WITH BETH AND HER TEAM. OKAY. BETH,  
15 ANYTHING ELSE ON YOUR SIDE?

16

17 **BETH KRANDA:** NO. THANK YOU.

18

19 **CHAIR, ROBERT POWERS:** OKAY. LET'S GO TO DENIS. DENIS IS NOT  
20 HERE. I THINK HE'S ON LEAVE. DO WE HAVE SOMEBODY FROM GOLDEN  
21 GATE BRIDGE, MADAM CLERK?

22

23 **SPEAKER:** THIS IS JOE WIRE REPRESENTING DENIS. WE ARE  
24 SUPPORTIVE AND APPRECIATE STAFF'S WORK. WE HAD THE QUESTION  
25 ABOUT TIMING MAKING SURE WE GET OUR BOARD ACTION IN THE WINDOW



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1 SO THAT WE FOLLOW WHAT NEEDS TO BE DONE. SO WE'RE LOOKING  
2 FORWARD TO A LITTLE MORE INFORMATION ON THAT AND THEN WE'LL  
3 CARRY THAT OUT. SO THAT'S IT.

4

5 **CHAIR, ROBERT POWERS:** THANKS JOE. NICE TO SEE YOU. THANKS FOR  
6 BEING HERE. MR. TUMLIN ISN'T HERE, BUT WE HAVE MS. HAMMONS.

7

8 **DIANA HAMMONS:** THANK YOU. I DON'T HAVE ANYTHING TO ADD TO  
9 WHAT'S ALREADY BEEN SAID. BUT I WOULD ECHO SENTIMENT THAT THE  
10 WORK FROM STAFF THAT WENT INTO THIS AND THOSE OF YOU ON THE  
11 PROGRAM IT'S SUCH AN AMAZING ACCOMPLISHMENT FROM WHERE WE WERE  
12 20 YEARS AGO WHEN WE WERE FIRST TALKING ABOUT THE COST  
13 ALLOCATION AND HOW THE PROGRAM WOULD RUN. THE LEVEL OF JUST  
14 COLLABORATION IS REALLY IMPRESSIVE. SO I'M GRATEFUL THAT WE  
15 WERE ABLE TO GET THIS DONE SO QUICKLY.

16

17 **CHAIR, ROBERT POWERS:** THANK YOU MS. HAMMON IT'S VERY NICE TO  
18 SEE YOU AGAIN, AS WELL. WE'LL GO TO THERESE MCMILLAN, MTC REP.

19

20 **THERESE MCMILLAN:** THANKS. I GUESS AT THIS POINT THE ONLY THING  
21 I WOULD SUGGEST TO THE REST OF THE TEAM, BECAUSE IT'S SUPER  
22 CRITICAL ON THIS TIMING THERE, IS NO FLOAT, AS I UNDERSTAND  
23 IT. AND, I THINK WE ERRED ON DEEP WORKING WITH ALL OF THE  
24 STAFFS TO GET THIS IN THE BEST PLACE IT IS SO THAT NOW THAT  
25 APPROVAL WINDOW, IT'S PRETTY TIGHT. I KNOW, IN YOUR POSITIONS,



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1 I START TACKLING TO WHOEVER IS YOUR BOARD CLERKS TO SAY, WE'RE  
2 GOING TO AGENDAIZE THIS ITEM IN SEPTEMBER. YOU CAN ALWAYS PULL  
3 IT, BUT ADDING IT AT THE LAST MINUTE IS GENERALLY A MUCH  
4 TOUGHER SITUATION. SO, JUST TO, SORT OF, REITERATE, WE CAN'T  
5 LAG, YOU KNOW, OCTOBER, NOVEMBER, TRYING TO GET EVERYONE ON  
6 BOARD. SO, I WOULD RESPECTFULLY ASK MY COLLEAGUES AND PEERS TO  
7 PROACTIVELY LOOK AHEAD IS MAKE SURE THAT -- I MEAN, IF YOU  
8 HAVE AN AUGUST MEETINGS, THAT, OBVIOUSLY IS AN OPTION, I  
9 DON'T. WHICH IS WHY WE EXPLAINED THE REASONS FOR THE FLIP SIDE  
10 ON SEQUENCING. CHAIR POWERS UNLESS YOU HAVE MORE FOR ME, I'LL  
11 LEAVE IT AT THAT.

12

13 **CHAIR, ROBERT POWERS:** NUMBER NINE, FROM BART'S PERSPECTIVE, AS  
14 THE CHAIR, CAROL YOU AND YOUR TEAM HAVE A LITTLE BIT OF WORK  
15 TO DO IN SOME FOLLOW-UP MEETINGS. LET'S MAKE SURE WE GET THOSE  
16 SCHEDULED AND GET THOSE DIALOGUES HAPPENING SOON. DON'T WAIT  
17 UNTIL A MEETING -- A WEEK BEFORE, YOU KNOW, TACKLE THEM THIS  
18 WEEK, OR EARLY NEXT WEEK, SO YOU CAN HEAR FROM BILL AND, YOU  
19 KNOW, WHAT HE IS THINKING, AND BETH, WHAT SHE IS THINKING,  
20 SOONER, RATHER THAN LATER. SO IF THERE IS ANY THERE, THERE,  
21 YOU HAVE THE DATA TO TRY TO NAVIGATE THAT. I THINK FROM BART'S  
22 PERSPECTIVE, WE WERE CHECK BEING A COUPLE OF TERMINOLOGIES,  
23 AND WITH OUR LEGAL DEPARTMENT, I DON'T THINK THAT THERE IS ANY  
24 SHOW STOPPERS THERE THAT, BETWEEN PAM AND ROBBIE, THAT THEY'RE  
25 WORKING THROUGH WITH OUR LEGAL DEPARTMENT THERE. AND THEN I



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1 HEARD A LOT OF THE SAME COMMENTS THAT WERE TALKED ABOUT HERE,  
2 EXECUTIVE DIRECTOR KUESTER, ABOUT MAKING SURE THAT WE GET OUT  
3 AND TALK TO FOLKS, TALK TO OPERATORS ABOUT, YOU KNOW, IT'S NOT  
4 LIKE A LIGHT SWITCH GOING ON, UNLESS THERE IS A MEDIUM THERE,  
5 THAT CAN TAKE SOMETHING, THAT MEETING CAN STILL BE IN PLACE  
6 UNTIL CLIPPER -- I THINK SOME OF THAT IS GETTING LOST IN  
7 TRANSLATION AND SOME DIRECT COMMUNICATION WITH YOU AND SOME OF  
8 THE OPERATORS MIGHT BE HELPFUL THERE. BUT, IN GENERAL, I THINK  
9 KELLEY AND JASON, AND YOU HAVE DONE AN EXCELLENT JOB ON THIS.  
10 AND I'M GLAD WE GOT EVERYBODY'S COMMENTS OUT ON THE TABLE  
11 HERE. AGAIN, THE GOAL WOULD BE FOR THIS BOARD TO TAKE THIS UP  
12 AT THE

13

14 **CAROL KUESTER:** JULY 18TH.

15

16 **CHAIR, ROBERT POWERS:** ALL RIGHT. ALL RIGHT. EASY. -- JULY  
17 BOARD MEETING HERE, AS AN ACTION ITEM. THAT'S THE GOAL. AND  
18 IT'S ALWAYS GOOD TO HAVE EVERYBODY'S VOICES AND CONCERNS, YOU  
19 KNOW, AT LEAST ADDRESSED AS BEST WE CAN, AND THEN WE CAN AGREE  
20 TO DISAGREE, AND THEN WE CAN GO DOWN THAT ROAD. IT'S NOT  
21 BECAUSE BILL'S VOICE ISN'T GETTING HEARD, OR DATA ISN'T  
22 GETTING RESPONDED TO, OR BETH, OR ME, OR ANYBODY ELSE. THAT'S  
23 THE GOAL HERE, IS THE ACTION ITEM AT THE JULY CLIPPER  
24 EXECUTIVE BOARD MEETING HERE. SO, CAN THAT, CAROL, ARE YOU  
25 GOOD WITH ITEM 4D?



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1

2 **CAROL KUESTER:** YES. I WOULD JUST POINT OUT THAT BARRING ANY  
3 OTHER ADDITIONAL EDITS, THE VERSION INCLUDED IN THE PACKET  
4 TODAY IS FULL AND COMPLETE, EXCEPT FOR, KELLEY, WHAT IS THE  
5 NUMBER OF THE APPENDIX RELATED TO THE SAN FRANCISCO PURCHASE?

6

7 **KELLEY JACKSON:** IT'S UNDER DISCUSSION AND WE HAVE BEEN WORKING  
8 WITH SFMTA LEGAL ABOUT THE FINALIZATION OF THE LANGUAGE WE  
9 HAVE WORK ON ITEM E ACCOUNTS FOR SOME SPECIAL TERMS.

10

11 **CAROL KUESTER:** ASIDE FROM THAT APPENDIX AS APPROXIMATE  
12 PERTAINING TO THE CITY AND COUNTY THE REMAINDER OF THE  
13 DOCUMENT FROM OUR PERSPECTIVE IS FINAL.

14

15 **CHAIR, ROBERT POWERS:** LET'S HOLD OFF ON THE WORD FINAL UNTIL  
16 WE HAVE OUR DISCUSSIONS WITH EVERYBODY HERE. AND I THINK,  
17 KELLY, I DON'T KNOW IF YOU HAVE GOTTEN WITH MS. NELSON FROM  
18 BART ABOUT SOME OF HER -- SHE HAD SOME LEGAL STUFF IN THERE,  
19 SO I DON'T KNOW IF YOU HAVE RESOLVED THAT OR NOT?

20

21 **KELLEY JACKSON:** THAT'S A GOOD POINT, ACTUALLY, WE DID GET SOME  
22 EDITS FROM BART THAT WERE HELPFUL CLARIFYING LANGUAGE AND WE  
23 DID INTEND TO INCORPORATE THOSE. IT'S MINOR AND I DON'T KNOW  
24 IF MELANIE MORGAN --

25



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1 **CHAIR, ROBERT POWERS:** I WOULD JUST CAUTION ON THIS AS AN  
2 INFORMATIONAL ITEM AND THE WORD FINAL IS SO DEFINITIVE. WE'LL  
3 TAKE IT UP AT THE JULY MEETING AS AN ACTION ITEM, EXECUTIVE  
4 DIRECTOR KUESTER. SO IF WE'RE GOOD HERE ON THIS ITEM, I THINK  
5 THAT GETS US TO AGENDA ITEM NUMBER FIVE, WHICH IS THE  
6 EXECUTIVE DIRECTOR'S REPORT. SO, CAROL, RIGHT BACK TO YOU.

7

8 **CAROL KUESTER:** YEP. JUST A COUPLE OF COMMENTS THANK YOU TO  
9 BART FOR WORKING WITH US WITH THESE TWO BIG SUMMER EVENTS. AND  
10 THE MOBILE CARD COACHING. AND THEN I'LL JUST NOTE THAT I HAD  
11 THE OPPORTUNITY TO SPEAK AT AN EVENT CALLED "MOBILITY IS A  
12 SERVICE IN THE UNITED STATES," THAT WAS LAST WEEK, AND YOU  
13 KNOW, I JUST WANT TO REASSURE THE BOARD THAT WE ARE STAYING  
14 ENGAGED IN SOME OF THESE CONVERSATIONS THE NUMBER OF FOLKS AT  
15 THAT EVENT CAME IN REALLY VERY MUCH PRO OPEN PAYMENTS. AND I  
16 WAS ABLE TO, IN THE SHORT TIME AVAILABLE, YOU KNOW, TELL A  
17 LITTLE BIT OF THE CLIPPER STORY AND TALK A LITTLE BIT ABOUT  
18 SOME OF THE DISTINCT ADVANTAGES OF OUR HIGHLY BESPOKE SYSTEM  
19 THAT WOULD NOT BE AS ADVANTAGEOUS IN AN OPEN ENVIRONMENT, AT  
20 LEAST TODAY. IT WAS A GOOD DIALOGUE AND IT WAS HEARTENING TO  
21 HEAR THOSE COMMENTS. IT'S GOOD WE HAVE ALL OPTIONS OPEN TO US  
22 AS WE MOVE FORWARD INTO THE FUTURE. AND THAT'S ALL I HAVE FOR  
23 YOU. I LOOK FORWARD TO COMING BACK IN JULY AND WE'LL SEE YOU  
24 THEN

25



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1 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU FOR THAT, CAROL. MADAM  
2 CLERK, PUBLIC COMMENT ON THIS ITEM?

3

4 **CLERK, MARTHA SILVER:** THERE IS NO WRITTEN CORRESPOND RECEIVED  
5 ON THIS ITEM AND THERE ARE NO MEMBERS OF THE PUBLIC WITH THEIR  
6 HAND RAISED.

7

8 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU. HOW ABOUT COMMITTEE  
9 MEMBERS? ANY COMMENTS OR QUESTIONS FOR OUR EXECUTIVE DIRECTOR  
10 HERE? OKAY. I AM NOT SEEING ANY. CAROL? THEN WE'RE GOING TO GO  
11 TO AGENDA ITEM NUMBER SIX, WHICH IS PUBLIC COMMENT AND OTHER  
12 BUSINESS. MADAM CLERK, I'LL TURN IT TO YOU.

13

14 **CLERK, MARTHA SILVER:** THERE IS ONE MEMBER OF THE PUBLIC WITH  
15 THEIR HANDS RAISED. AND NO WRITTEN CORRESPOND WAS RECEIVED ON  
16 THIS ITEM. ALETA DUPREE. GO AHEAD AND UNMUTE YOURSELF.

17

18 **SPEAKER:** THANKS AGAIN CHAIR BOB POWERS, AND MEMBERS, ALETA  
19 DUPREE FOR THE RECORD, SHE AND HER. GOOD MEETING TODAY. GOT A  
20 LOT OF WORK DONE. YOU KNOW, I LOVE A GOOD PUBLIC MEETING.  
21 CAN'T SEEM TO GET ENOUGH OF THEM. I'M LEARNING NEW THINGS ALL  
22 THE TIME. I WAS USING MY CLIPPER APP AND ADDING MONEY TO MY  
23 CLIPPER BALANCE IN A COUPLE OF DIFFERENT WAYS, AND I GOT THE  
24 MESSAGE SAYING I'LL BE ABLE TO PICK IT UP IN 24 HOURS. SO,  
25 THAT'S OKAY BEING WHERE I'M AT. BUT I'M LOOKING FORWARD TO THE



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1 ACCOUNT-BASED SYSTEM AND THE OPEN PAYMENTS, WHICH WILL HELP ME  
2 TO USE MY VISA CARD BOTH AS THE PAYMENT SOURCE AND AS AN  
3 IDENTIFIER. BECAUSE I DO HAVE A WHOLE STACK OF TRANSIT CARDS  
4 IN MY WALLET FROM AROUND THE COUNTRY, SOME OF WHICH DON'T GET  
5 USED VERY OFTEN. AND, SO, HOW DO WE BECOME THE BEST CLIPPER  
6 SYSTEM THAT WE CAN BE? IN SOME WAYS, WE ARE WAY AHEAD OF THE  
7 GATE. THIS BOARD IS CERTAINLY THE MOST ACCESSIBLE PUBLIC  
8 BOARD, AS FAR AS ME BEING ABLE TO GET INFORMATION ABOUT FARE  
9 PAYMENTS COMPARED TO A LOT OF OTHER SYSTEMS I HAVE SEEN, WHICH  
10 DON'T ALWAYS INCLUDE FARE PAYMENT IN THEIR VARIOUS BOARD  
11 MEETING REPORTS. SO WE HAVE, I THINK, I DON'T KNOW THAT IT'S  
12 UNIQUE, BUT IT'S CERTAINLY AN UNCOMMON STRUCTURE THAT WE HAVE  
13 HERE, WHICH ALLOWS ME TO CONVERSE WITH YOU IN PUBLIC COMMENT.  
14 SO, I HOPE TO BE BACK ON THE SYSTEM SOON. BECAUSE WHEN I FLY  
15 INTO OAKLAND, WHICH IS HOW I COME TO OAKLAND LATELY, I'M VERY  
16 AFRAID OF FLYING ON AIRPLANES, BUT I FLY INTO OAKLAND ANYWAY.  
17 THAT I CAN USE AC TRANSIT OR THE BART CONNECTOR AND USE  
18 CLIPPER TO GET ME TO WHERE I NEED TO GO. THANK YOU.

19

20 **CLERK, MARTHA SILVER:** THANK YOU ALETA. AND THERE ARE NO OTHER  
21 MEMBERS OF THE PUBLIC WITH THEIR HAND RAISED FOR THIS ITEM.

22

23 **CHAIR, ROBERT POWERS:** OKAY. THANK YOU FOR THAT, MADAM CLERK.  
24 OKAY WITH THAT, WE'RE GOING TO ADJOURN THIS MEETING THE NEXT  
25 MEETING OF THE CLIPPER BOARD WILL BE HELD MONDAY JULY 18TH AT



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1 1:30. WITH THAT WE ARE ADJOURNED. THANKS EVERYBODY.

2 [ADJOURNED]

3

4

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