

**METROPOLITAN
TRANSPORTATION
COMMISSION**
Meeting Transcript



AUGUST 15, 2022

1 **METROPOLITAN TRANSPORTATION COMMISSION**

2 **CLIPPER EXECUTIVE BOARD**

3 **MONDAY, AUGUST 15, 2022 1:30 PM**

4

5 **ROBERT POWERS, CHAIR:** GOOD AFTERNOON I'M ROBERT POWERS, CHAIR
6 OF THE CLIPPER EXECUTIVE BOARD, AND I WOULD LIKE TO CALL THIS
7 MEETING TO ORDER. AND I WOULD ASK THE BROADCASTING TEAM TO
8 PLAY THE MEETING ANNOUNCEMENT, PLEASE? [RECORDED MEETING
9 PROCEDURES ANNOUNCEMENT] DUE TO COVID-19, THIS MEETING WILL BE
10 CONDUCTED AS A ZOOM WEBINAR PURSUANT TO THE PROVISIONS OF
11 ASSEMBLY BILL 361 WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE
12 BROWN ACT. THIS MEETING IS BEING WEBCAST ON THE MTC WEBSITE.
13 THE CHAIR WILL CALL UPON COMMISSIONERS, PRESENTERS, STAFF, AND
14 OTHER SPEAKERS, BY NAME, AND ASK THAT THEY SPEAK CLEARLY AND
15 STATE THEIR NAMES BEFORE GIVING COMMENTS OR REMARKS. PERSONS
16 PARTICIPATING VIA WEBCAST AND ZOOM, WITH THEIR CAMERAS
17 ENABLED, ARE REMINDED THAT THEIR ACTIVITIES ARE VISIBLE TO
18 VIEWERS. COMMISSIONERS AND MEMBERS OF THE PUBLIC PARTICIPATION
19 BY ZOOM, WISHING TO SPEAK, SHOULD USE THE RAISE HAND FEATURE
20 OR DIAL STAR 9, AND THE CHAIR WILL CALL UPON THEM AT THE
21 APPROPRIATE TIME. TELECONFERENCE ATTENDEES WILL BE CALLED UPON
22 BY THE LAST FOUR DIGITS OF THEIR PHONE NUMBER. IT IS REQUESTED
23 THAT PUBLIC SPEAKERS STATE THEIR NAMES AND ORGANIZATION, BUT,
24 PROVIDING SUCH INFORMATION IS VOLUNTARY. WRITTEN PUBLIC
25 COMMENTS RECEIVED AT INFOATBAYAREAMETRO.GOV BY 5 P.M.,



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1 YESTERDAY, WILL BE POSTED TO THE ONLINE AGENDA AND ENTERED
2 INTO THE RECORD, BUT WILL NOT BE READ OUT LOUD. IF AUTHORS OF
3 THE WRITTEN CORRESPONDENCE WOULD LIKE TO SPEAK, THEY ARE FREE
4 TO DO SO. THEY SHOULD RAISE THEIR HAND AND THE CHAIR WILL CALL
5 UPON THEM AT THE APPROPRIATE TIME. A ROLL CALL VOTE WILL BE
6 TAKEN FOR ALL ACTION ITEMS. PANELISTS AND ATTENDEES SHOULD
7 NOTE THAT THE CHAT FEATURE IS NOT ACTIVE. IN ORDER TO GET THE
8 FULL ZOOM EXPERIENCE, PLEASE MAKE SURE YOUR APPLICATION IS UP
9 TO DATE.

10

11 **ROBERT POWERS, CHAIR:** THANK YOU FOR THAT. WHY DON'T WE CALL ON
12 MADAM CLERK TO FOR ROLL CALL.

13

14 **CLERK, WALLY CHARLES:** CHAIR POWERS?

15

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

17

18 **CLERK, WALLY CHARLES:** VICE CHAIR MAU?

19

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

21

22 **CLERK, WALLY CHARLES:** MEMBER CHURCHILL?

23

24 **BILL CHURCHILL:** HERE.

25



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1 **CLERK, WALLY CHARLES:** RICHARDSON FOR MEMBER GONOT?

2

3 **GREG RICHARDSON:** HERE.

4

5 **CLERK, WALLY CHARLES:** MEMBER HURSCH?

6

7 **SPEAKER:** HERE.

8

9 **CLERK, WALLY CHARLES:** MEMBER HURSH?

10

11 **MICHAEL HURSH:** HERE.

12

13 **CLERK OF THE BOARD:** FOR KRANDA?

14

15 **SPEAKER:** HERE.

16

17 **CLERK, WALLY CHARLES:** PREMIER FOR MEMBER MCMILLAN?

18

19 **ANDREW PREMIER:** PRESENT.

20

21 **CLERK, WALLY CHARLES:** MEMBER MULLIGAN?

22

23 **DENIS MULLIGAN:** PRESENT.

24

25 **CLERK, WALLY CHARLES:** MEMBER TUMLIN?



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1

2 **JEFFREY TUMLIN:** HERE.

3

4 **CLERK, WALLY CHARLES:** WE HAVE QUORUM. THANK YOU.

5

6 **ROBERT POWERS, CHAIR:** THANK YOU, MADAM CLERK. THAT BRINGS US
7 TO AGENDA ITEM NUMBER TWO WHICH IS OUR CONSENT CALENDAR. THIS
8 IS AN ACTION ITEM FOR THE CONSENT ITEMS. AND IT'S THE MINUTES
9 OF THE JULY 18TH MEETING. IS THERE A MOTION ON THE CONSENT TO
10 APPROVE?

11

12 **DENIS MULLIGAN:** SO MOVED, MULLIGAN.

13

14 **ROBERT POWERS, CHAIR:** AND THE SECOND?

15

16 **BILL CHURCHILL:** CHURCHILL, SECONDED.

17

18 **ROBERT POWERS, CHAIR:** ALL RIGHT. MOTION FROM MULLIGAN, SECOND
19 FROM CHURCHILL. MADAM CLERK, ANY PUBLIC COMMENT ON THIS ITEM?
20 ITEM NUMBER TWO?

21

22 **CLERK, WALLY CHARLES:** NO. THERE WAS NO WRITTEN PUBLIC COMMENT.
23 AND THERE IS NO HANDS RAISED.

24



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1 **ROBERT POWERS, CHAIR:** COPY THAT. THANK YOU. DO WE HAVE ANY
2 DISCUSSION AMONGST THE BOARD MEMBERS ON THIS ITEM? OKAY. NOT
3 SEEING ANY. MADAM CLERK, WHY DON'T WE GO TO THE ROLL CALL
4 VOTE, PLEASE?

5

6 **CLERK, WALLY CHARLES:** OKAY. CHAIR POWERS?

7

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

9

10 **CLERK, WALLY CHARLES:** VICE CHAIR MAU?

11

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

13

14 **CLERK, WALLY CHARLES:** MEMBER CHURCHILL?

15

16 **BILL CHURCHILL:** AYE.

17

18 **CLERK, WALLY CHARLES:** RICHARDSON FOR MEMBER GONOT?

19

20 **GREG RICHARDSON:** YES.

21

22 **CLERK, WALLY CHARLES:** MEMBER HURSH IS ABSENT --

23

24 **MICHAEL HURSH:** AYE.

25



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1 **CLERK, WALLY CHARLES:** OH THANK YOU. BOTSFORD FOR MEMBER
2 KRANDA?

3

4 **SPEAKER:** AYE.

5

6 **CLERK, WALLY CHARLES:** FREMIER FOR MCMILLAN?

7

8 **ANDREW FREMIER:** AYE.

9

10 **CLERK, WALLY CHARLES:** MULLIGAN?

11

12 **DENIS MULLIGAN:** AYE.

13

14 **CLERK, WALLY CHARLES:** TUMLIN?

15

16 **JEFFREY TUMLIN:** AYE.

17

18 **CLERK, WALLY CHARLES:** MOTION PASSES UNANIMOUSLY BY ALL MEMBERS
19 PRESENT. THANK YOU.

20

21 **ROBERT POWERS, CHAIR:** EXCELLENT. THANK YOU FOR THAT. OKAY.

22 WE'RE GOING TO MOVE TO AGENDA ITEM NUMBER THREE. AND THIS IS

23 AN ACTION ITEM. AND THIS IS THE APPROVAL OF THE AMENDED OR

24 RESTATED CLIPPER MOU. AND WE'RE GOING TO HAVE CAROL K KUESTER

25 WHO IS GOING TO REPORT-OUT ON THIS AND FRAME THIS UP FOR



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1 EVERYBODY. AND I THINK THIS IS THE THIRD TIME THAT WE BROUGHT
2 THIS ITEM BEFORE THIS CLIPPER EXECUTIVE BOARD. TO MY
3 KNOWLEDGE, AND CAROL MIGHT HAVE A DIFFERENT GAUGE. WE HAVE
4 BROUGHT THE ITEM TWICE AS INFORMATIONAL ITEMS TO WORK THROUGH
5 SOME OF THE KINKS. SO, I BELIEVE WE'RE THERE. AND WITH THAT,
6 I'LL TURN THIS OVER TO CAROL TO KIND OF FRAME UP AND THEN HAVE
7 A GOOD DISCUSSION HERE.

8

9 **CAROL KUESTER:** GREAT. THANK YOU SO MUCH. I THINK THAT THERE IS
10 NOT ACTUALLY A TON TO SAY ABOUT THIS ITEM. IT HAS BEEN THE
11 RESULT OF A SIGNIFICANT AMOUNT OF WORK BY MANY, MANY PARTIES.
12 AND WE PREVIEWED THIS ITEM LAST TIME AT YOUR LAST COMMITTEE
13 MEETING. WE HAVE SPOKEN ABOUT IT AT LENGTH WITH YOUR STAFF.
14 SO, THE ITEM ACTUALLY CAME TWICE THIS YEAR AS AN INFORMATIONAL
15 ITEM IN APRIL AND IN MAY. AND I MENTIONED, LAST MONTH, THAT WE
16 POLLED THE ITEM SO THAT WE COULD FURTHER CLARIFY SOME WORDING
17 THAT WAS REQUESTED BY OPERATOR STAFF AND WE DID THAT, AND IT
18 WAS A COLLABORATIVE EFFORT. THIS IS ATTACHED AND AGREEMENTS IN
19 THE PREVIOUS 2016MOU FULLY AMENDED AND RESTATED INCLUDES COST
20 SHARING AGREEMENT DEVELOPED JOINTLY BY TRANSIT OPERATORS AND
21 MTC STAFF AND ACCOUNT BASED SYSTEM INCLUDING CONTRACT NON-
22 SYSTEM INTEGRATOR CONTRACT THE SYSTEM INTEGRATOR CONTRACT
23 CUSTOMER SERVICE ALCOHOL BE PROVIDED BY WSP PAYMENT SERVICES
24 AND FARE MEDIA AND ELEMENT CONTRACTS AS A REMINDER ALL
25 PREVIOUSLY UNDER ONE CONTRACT ARE NOW SPLIT INTO FOUR SEPARATE



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1 CONTRACTS. INCORPORATES ASSUMPTION OF THE MTC PROGRAM
2 MANAGEMENT RESPONSIBILITIES FOR THE RTC DISCOUNT CARD
3 PROGRAMS. IT ADDS MUTUAL CONFIDENTIALITY PROVISIONS AND THERE
4 ARE SOME ADDITIONS TO THE PROGRAM GOALS AND PERFORMANCE
5 MEASURES CLARIFYING TRANSIT PAYMENT, USE OF CLIPPER MOBILE,
6 AND GENERAL PAYMENT VERIFICATION. WE HAVE RECEIVED APPROVAL
7 FROM MTC OPERATIONS COMMITTEE TO MOVE THE MOU FORWARD. WE DID
8 THAT A LITTLE OUT OF ORDER. USUALLY WE GET THIS GROUP'S
9 APPROVAL FIRST AND THEN GO TO THE OPERATIONS COMMITTEE BUT WE
10 LET OUR OPERATIONS COMMITTEE KNOW THAT WE WOULD BE OBVIOUSLY
11 SEEKING THIS BOARD'S APPROVAL. SO, THE NEXT, WE'RE SEEKING
12 YOUR APPROVAL FOR THIS MOU TODAY AND THE NEXT STEP AFTER
13 APPROVAL BY THIS BODY WOULD BE TO SEND THE FINAL MOU BACK TO
14 EACH CLIPPER TRANSIT OPERATOR FOR THEIR GOVERNING BORROWED
15 APPROVAL ASSUMING THAT'S NECESSARY, AND WE'LL BE SEEKING 44
16 REQUIRED SIGNATURES. A GM AND LEGAL COUNSEL SIGNATURE FOR ALL
17 22 OPERATORS. AND DUE TO THE TIME SENSITIVITY OF RATIFYING
18 THIS MOU AT THE START OF PAYING FOR THE SYSTEM INTEGRATOR COST
19 I AM REQUESTING THE CLIPPER EXECUTIVE BOARD APPROVE THIS ITEM
20 TODAY SO WE CAN QUICKLY BEGIN AND HOPEFULLY QUICKLY EXECUTE
21 THE PROCESS OF GETTING SIGNED OFF BY ALL 22 OPERATORS. THANKS.

22

23 **ROBERT POWERS, CHAIR:** THANK YOU FOR THAT, CAROL. OR EXECUTIVE
24 DIRECTOR KUESTER OF THE CLIPPER PROGRAM. THESE ARE TWO
25 INFORMATIONAL ITEMS. I HAVE BEEN TRACKING CLOSELY, THE



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1 EXECUTIVE DIRECTOR HAS HAD MANY MEETINGS WITH ALL OF US AND
2 OUR EXECUTIVE TEAMS AND OUR STAFF. SO, IS THERE A MOTION ON
3 THIS ITEM IN FRONT OF US HERE?

4

5 **DENIS MULLIGAN:** I'LL MOVE THE ITEM. AND IN MOVING IT I WOULD
6 LIKE TO THANK CAROL AND HER TEAM FOR BEING COLLABORATIVE AND
7 PATIENT WITH THE TRANSIT OPERATORS AS WE WORKED THROUGH THOSE
8 ISSUES.

9

10 **MICHAEL HURSH:** I'LL SECOND THE ITEM, HURSH.

11

12 **ROBERT POWERS, CHAIR:** OKAY. THAT'S A GOOD START. A MOTION,
13 MADAM CLERK, FROM MULLIGAN. A SECOND FROM HURSH. WHY DON'T WE
14 GO TO PUBLIC -- IT SEEMS WE HAVEN'T GOTTEN PUBLIC COMMENT
15 AHEAD OF TIME ON THIS MADAM CLERK?

16

17 **CLERK, WALLY CHARLES:** THERE IS NO WRITTEN PUBLIC COMMENT. WE
18 HAVE ONE PERSON WITH RAISED HANDS AT THE MOMENT.

19

20 **ROBERT POWERS, CHAIR:** WHY DON'T WE GIVE THAT PERSON TWO
21 MINUTES THEN TURN IT BACK INTERNALLY FOR DISCUSSION AMONGST
22 OURSELVES HERE.

23

24 **CLERK, WALLY CHARLES:** OKAY. ONE SECOND. OKAY. READY. ALETA
25 DUPREE. ALETA DUPREE, UNMUTE YOURSELF.



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1

2 **SPEAKER:** THANK YOU, CHAIR BOB POWERS AND MEMBERS. ALETA DUPREE
3 FOR THE RECORD SHE AND HER. THE UNMUTE THING DIDN'T QUITE COME
4 UP. THIS IS IMPORTANT TO REPLAY LAST MONTH'S CLIPPER BOARD
5 MEETING. THE MOU HAS TO BE ABLE TO REFLECT THE CHANGES THAT
6 COME FROM CLIPPER BEING A LIVING PROGRAM. BECAUSE UNLIKE BRASS
7 SUBWAY TOKENS, WHICH I DON'T HAVE ANY, BUT I GUESS I COULD
8 KEEP ON MY DESK, CLIPPER CHANGES, AND THAT'S A GOOD THING. SO,
9 I DON'T KNOW IF THIS IS GOING TO REQUIRE 20-SOMETHING TRANSIT
10 BOARDS TO HOLD MEETINGS AND APPROVE, OR MAYBE IT'S JUST THE
11 GM'S COULD SIGN OFF ON IT, HOPEFULLY WE CAN GET THIS DONE
12 QUICKLY, BECAUSE I WANT TO SEE THE BENEFITS THAT WILL COME FOR
13 US TO BE ABLE TO ADD MORE FEATURES TO CLIPPER SO WE CAN MAKE
14 CLIPPER A REAL ONE-STOP-SHOP SO WE CAN INCLUDE MORE PEOPLE IN
15 CLIPPER AND MOVE AWAY FROM METHODS OF MANAGING FARE THAT ARE
16 NOT JUST OLDER THAN ME, BUT OLDER THAN MY GREAT GRANDPARENTS.
17 SO, THANK YOU. I EXPECT THAT YOU WILL PASS THIS TODAY.
18 APPRECIATE IT.

19

20 **CLERK, WALLY CHARLES:** THANK YOU. THERE ARE NO MORE PUBLIC
21 SPEAKERS WITH THEIR HAND RAISED.

22

23 **ROBERT POWERS, CHAIR:** THANK YOU, MADAM CLERK. AND, THANK YOU,
24 ALETA FOR THOSE VERY THOUGHTFUL COMMENTS. LET'S GO BACK



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1 INTERNALLY AND HEAR COMMENTS FROM COMMITTEE MEMBERS.

2 QUESTIONS, COMMENTS, THOUGHTS? MR. CHURCHILL?

3

4 **BILL CHURCHILL:** THANK YOU, CHAIR POWERS. I JUST WANTED TO
5 THANK THE CLIPPER STAFF FOR ALL THEIR PATIENCE, THEIR HARD
6 WORK, CERTAINLY THEIR PATIENCE WITH ME IN WORKING THROUGH THE
7 NUANCE OF THIS LANGUAGE. IT'S QUITE COMPLEX. RAMIFICATIONS,
8 YOU KNOW, CAN BE SIGNIFICANT. AND I JUST WANTED TO, YOU KNOW,
9 APPRECIATE THAT COLLABORATIVE SPIRIT THAT HAS BEEN REALLY PUT
10 FORWARD BY THE STAFF. AND THANK YOU FOR PUTTING THIS PRODUCT
11 OUT THERE. I SUPPORT IT STRONGLY, AND LOOK FORWARD TO MOVING
12 FORWARD WITH C2.

13

14 **ROBERT POWERS, CHAIR:** THANK YOU FOR THOSE COMMENTS, MR.
15 CHURCHILL. ANY OTHER COMMITTEE MEMBERS WITH COMMENT ON THIS
16 ITEM?

17

18 **CLERK, WALLY CHARLES:** NO. OH SORRY. [LAUGHTER]

19

20 **ROBERT POWERS, CHAIR:** IT'S ALL RIGHT. IT'S ALL RIGHT. IT'S
21 ALWAYS GOOD TO HAVE HELP. I APPRECIATE IT. IT'S LOVELY. ANY
22 OTHER COMMITTEE MEMBERS COMMENTS, QUESTIONS, EPIPHANIES?
23 ANYBODY? OKAY. BEFORE WE GO BACK TO YOU, MADAM CLERK, I, TOO,
24 WANTED TO, TO CAROL AND YOUR TEAM, I KNOW IT TAKES A TEAM TO
25 GET THESE KIND OF PROGRAMS THROUGH AND UP AND RUNNING. AND YOU



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1 HAVE DONE A GREAT JOB, YOU AND YOUR TEAM ON THIS, AND YOU
2 KNOW, HAD BACK AND FORTH WITH THE OPERATOR AND I THINK WE GOT
3 TO A PLACE THAT WE CAN ALL SUPPORT -- I HOPE WE CAN ALL
4 SUPPORT, UNANIMOUSLY ON THIS VOTE HERE. NICE JOB, JUST KNOW
5 THEY APPRECIATE AND YOU YOUR TEAM. WITH THAT, MADAM CLERK, I
6 WILL TURN IT BACK TO YOU FOR THE VOTE.

7

8 **CLERK, WALLY CHARLES:** THANK YOU. CHAIR POWERS?

9

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

11

12 **CLERK, WALLY CHARLES:** VICE CHAIR MAU?

13

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

15

16 **CLERK, WALLY CHARLES:** MEMBER CHURCHILL?

17

18 **BILL CHURCHILL:** AYE.

19

20 **CLERK, WALLY CHARLES:** RICHARDSON FOR MEMBER GONOT?

21

22 **GREG RICHARDSON:** YES.

23

24 **CLERK, WALLY CHARLES:** MEMBER HURSH?

25



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1 **MICHAEL HURSH:** AYE.

2

3 **CLERK, WALLY CHARLES:** BOTSFORD FOR MEMBER KRANDA?

4

5 **SPEAKER:** YES.

6

7 **CLERK, WALLY CHARLES:** PREMIER FOR MEMBER MCMILLAN?

8

9 **ANDREW PREMIER:** AYE.

10

11 **CLERK, WALLY CHARLES:** MEMBER MULLIGAN?

12

13 **DENIS MULLIGAN:** AYE.

14

15 **CLERK, WALLY CHARLES:** MEMBER TUMLIN?

16

17 **JEFFREY TUMLIN:** AYE.

18

19 **CLERK, WALLY CHARLES:** MOTION PASSES UNANIMOUSLY BY ALL MEMBERS

20 PRESENT.

21

22 **ROBERT POWERS, CHAIR:** LOVELY. I'M GOING TO GO AHEAD AND TAKE

23 THE CHAIRPERSON'S AUTHORITY HERE. CAROL, DO YOU WANT TO SAY

24 ANYTHING? I KNOW THIS IS A BIG DEAL AND YOU HAVE BEEN WORKING



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1 VERY HARD ON THIS. I WILL ALLOT YOU THAT PRIVILEGE, YOU HAVE
2 BEEN DOING SUCH A GREAT JOB ON THIS. GO AHEAD.

3

4 **CAROL KUESTER:** THAT'S SO KINDS. HONESTLY THERE'S A GREAT TEAM
5 THAT TRULY MAKES IT EASY. I WILL JUST SAY, THOUGH, I THINK
6 IT'S REMARKABLE IN THIS ATMOSPHERE WHERE SENATE BILL 917 IS NO
7 LONGER WITH US, AND WHERE THERE IS A LOT OF FOCUS ON
8 TRANSPORTATION NETWORK MANAGEMENT AND OTHER SEAMLESS
9 INITIATIVES. WE CAN ALL TAKE A LOT OF PRIDE IN ACTUALLY
10 DELIVERING AND OPERATING A REALLY SIGNIFICANT SEAMLESS AND
11 COORDINATED PROGRAM THAT HAS DONE A GREAT JOB DELIVERING TO
12 BAY AREA RESIDENTS. AND IT'S A BIG DEAL TO TAKE SOMETHING FROM
13 A POWERPOINT SLIDE AND A VISION, AN IDEA, AND TO GET IT OUT ON
14 THE STREET AND TO ACTUALLY SERVE PEOPLE, AND THEN TO DEVELOP
15 ALL OF THE RESPONSIBILITY PROGRAMS THAT WE OFFER THAT REALLY
16 DO, THAT BENEFIT TRANSIT RIDING INDIVIDUALS. SO, I GIVE CREDIT
17 TO THIS WHOLE TEAM. AND IT'S NOT UNREMARKABLE THAT WE'RE ALL
18 HERE AND WILLING TO UNANIMOUSLY SIGN ON TO MORE OF THIS
19 PROGRAM. SO, THANK YOU VERY MUCH. I DO APPRECIATE I THINK IT'S
20 SIGNIFICANT.

21

22 **ROBERT POWERS, CHAIR:** THANK YOU FOR THOSE WORDS. THANK YOU FOR
23 YOUR LEADERSHIP. THAT BRINGS US TO AGENDA ITEM NUMBER FOUR.
24 THERE IS 4A AND 4B. THESE ARE BOTH INFORMATIONAL ITEMS. MR.
25 JASON WEINSTEIN IS GOING TO PRESENT ON BOTH OF THESE. JASON,



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1 WHY DON'T WE START WITH 4A WHICH IS THE CLIPPER SCHEDULE AND
2 IMPLEMENTATION UPDATE. IF I COULD TURN IT OVER TO YOU.

3

4 **JASON WEINSTEIN:** THANK YOU CHAIR POWERS AND BOARD MEMBERS.

5 BEFORE I GET INTO THIS ITEM I WANT TO INFORMING YOU ABOUT THIS
6 MORNING, THE CLIPPER IVR INTERACTIVE VOICE RESPONSE SYSTEM AND
7 CALL CENTER FOR CURRENT OPERATIONS WERE DOWN. CUSTOMER SERVICE
8 REPRESENTATIVES WERE UNABLE TO ANSWER INCOMING CALLS OR
9 OUTGOING CALLS AND CUSTOMERS COULDN'T ACCESS THE SELF-SERVICE
10 FUNCTIONS OF THE PHONE SYSTEM. THE WEB SITE IS UP AND
11 EVERYTHING ELSE IS OPERATIONAL. THIS ISSUE IS STILL IN THE
12 MIDST OF BEING FULLY RESOLVED BUT AS OF 1:00 P.M. TODAY THERE
13 WAS REDUCED RELIABILITY CONNECTION SO THERE WAS SOME
14 CONNECTION. I'LL ANSWER MORE INFORMATION ABOUT THIS IN MY NEXT
15 ITEM, 4B, BUT I WANTED TO JUST AT LEAST LET YOU KNOW WHAT WAS
16 GOING ON. FOR THE SCHEDULE ITEM, OUR SCHEDULE IS STILL ON
17 TRACK CONSISTENT WITH THE CHANGE ORDER AUTHORIZED IN APRIL BY
18 THIS BOARD. AND THE PATH TO START THE TRANSITION TO THE
19 ACCOUNT BASED SYSTEM HAS A LOT OF DEPENDANCIES ON WORK BEING
20 DONE BY TRANSIT OPERATORS, AND SUPPORTING CONTRACTORS,
21 INCLUDING CUSTOMER SERVICE CENTER, A NEW ONE, AND FARE MEDIA
22 SUPPLIERS AND CONTRACTORS AND STAKEHOLDERS. AND WE CONTINUE TO
23 PROVIDE MONTHLY UPDATES ON PROJECT SCHEDULE AND WILL HIGHLIGHT
24 DEVELOPMENTS THAT AFFECT CUSTOMER TRANSITION AS WE MOVE
25 THROUGHOUT NEXT MONTHS. I WANT TO SHOW YOU A COUPLE OF



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1 PICTURES OF EQUIPMENT INSTALLATION. IF THE BROADCASTING TEAM
2 COULD PULL THAT UP? THANK YOU. NEXT SLIDE. THIS SLIDE IS
3 IMAGINES OF ONGOING VALIDATORS ON SFMTA MUNI BUS. WE HAVE
4 PROGRESS GOING ON THERE. I THINK WE HAVE GOTTEN TO ABOUT SIX
5 OR 7% OF THEIR FLEET SO FAR, BUS FLEET. NEXT SLIDE PLEASE.
6 THIS IS AN IMAGINE OF STANDALONE READERS AT SFMTA AT NEAR
7 ORACLE PARK. YOU CAN SEE THE TRAIN THERE. AND, FINALLY, LAST
8 SLIDE, PLEASE. THIS IS AN IMAGINE OF AN INSTALLATION UNDERWAY
9 FOR A CALTRAIN STANDALONE VALIDATOR AT THE PALO ALTO STATION.
10 WE ARE MAKING PROGRESS. WE HAVE A GOOD START. AS WE GET MORE
11 INSTALL GOING WE CAN UPDATE YOU WITH ACTUAL PERCENTAGES AND
12 HOW WE'RE DOING AND WHERE THINGS ARE GOING. THAT'S MY REPORT
13 WITH REGARD TO THE SCHEDULE AND IMPLEMENTATION, UPDATE.

14

15 **ROBERT POWERS, CHAIR:** THANK YOU. LET'S TURN TO MADAM CLERK AND
16 SEE IF WE HAVE PUBLIC COMMENT EITHER WRITTEN AHEAD OF TIME OR
17 ANYBODY WITH THEIR HAND RAISED?

18

19 **CLERK, WALLY CHARLES:** THERE IS NO WRITTEN COMMENT RECEIVED.
20 THERE IS ONE PERSON WITH THEIR HAND RAISED. ALETA DUPREE.

21

22 **SPEAKER:** THANK YOU CHAIR POWERS AND MEMBERS. ALETA DUPREE FOR
23 THE RECORD SHE AND HER. THANK YOU FOR THE PICTURES. I DID
24 SPEND ALL LAST MONTH IN THE BAY AREA AND DID SOME RIDING ON
25 MUNI. AND, SO, I DID GET TO ENCOUNTER SOME OF THOSE NEW FARE



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1 READERS ON THE BUSES. IT'S A TREAT, AND IT'S STILL VERY MUCH A
2 NOVELTY; I DEFINITELY WANT TO SEE MORE. CERTAINLY EASIER ON
3 THE, BECAUSE I AM ABLE TO SEE IF I'M NOT MOVING TOO QUICKLY.
4 PERTINENT INFORMATION ABOUT MY CARD, OF WHICH THE MAIN THINGS
5 WHICH I LOOK FOR IS THE AMOUNT OF MONEY THAT'S LEFT ON MY
6 CARD, WHICH I CAN USUALLY KEEP OKAY IN MY HEAD. BUT, REALLY,
7 THE BIG PIECE OF INFORMATION THAT I LOOK FOR IS HOW MUCH TIME
8 I HAVE LEFT UNTIL THAT TWO-HOUR MUNI PASS EXPIRES. THAT'S
9 VERY, VERY IMPORTANT TO ME. BECAUSE I ALWAYS WANT TO MAKE SURE
10 THAT IS CURRENT. I DON'T WANT TO BE RIDING ON THE MUNI SUBWAY
11 AND FIND THAT MY CARD EXPIRES MID-RIDE -- I'M UP AT THE TOP OF
12 THE STAIRS, CARD IS EXPIRED. THIS WOULD BE REALLY HELPFUL.
13 HOPEFULLY WE CAN KEEP THESE THINGS WELL PROTECTED FROM THE
14 WEATHER. BECAUSE HEAT AND SUN LIGHT AND UV DON'T MIX WITH
15 ELECTRONICS VERY L LET'S GET THESE OUT THERE SO I CAN USE AND
16 ENJOY MORE. THANK YOU.

17

18 **CLERK, WALLY CHARLES:** THANK YOU. THERE ARE NO MORE PUBLIC
19 COMMENTS.

20

21 **ROBERT POWERS, CHAIR:** OKAY. THANK YOU, MADAM CLERK. DO WE HAVE
22 QUESTIONS OR COMMENTS FROM COMMITTEE MEMBER JASON'S REPORT-OUT
23 ON ITEM 4A. ANYBODY? JASON, WHY DON'T WE MIGRATE OVER TO ITEM
24 4B, OPERATIONS AND PERFORMANCE UPDATE.

25



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1 **JASON WEINSTEIN:** THANKS AGAIN CHAIR POWERS. AS I MENTIONED
2 BEFORE IN THE PREVIOUS ITEM. THIS MORNING THE CUSTOMER SERVICE
3 CENTER, THE IVR SYSTEM WAS UNAVAILABLE AND WHAT APPEARS TO BE
4 A MAJOR ISSUE, THE LONG DISTANCE CARRIER CONNECTED TO THE
5 CUBIC AND MAJOR CITIES, IF YOU CALLED CHICAGO OR NEW YORK, YOU
6 WOULD NOT HAVE BEEN ABLE TO GET THROUGH EITHER. THIS IS THE
7 SECOND ISSUE THAT WE HAVE HAD WITH THE PHONE CARRIER IN A
8 WEEK. FIRST WAS LAST MONDAY FOR ABOUT FOUR HOURS. AND WE DON'T
9 HAVE REDUNDANT TELEPHONE CARRIERS, WE EXPECT THAT THE CARRIERS
10 HAVE THEIR OWN BACKUP AND REDUNDANCY TO MAKE SURE THEY HAVE
11 PHONE SERVICE HOWEVER A SMALL POSITIVE IS THAT IT HAS, SORT
12 OF, ALLOWED US TO TEST OUT OUR REVISED STANDARD OPERATING
13 PROPERTIES WHICH WE DEVELOPED AFTER THE LAST OUTAGE IN A
14 SEPARATE COINCIDENTAL AND UNRELATED WITH REGARD TO THE POWER
15 OUTAGE AT THE CENTER BACK IN JULY. WE UPDATED OUR STANDARD
16 OPERATING PROCEDURES TO INCLUDE THE FACT THAT THERE WILL BE
17 MOBILE CARDS AND ALSO AS A RESULT OF THE THREE OUTAGES THAT I
18 JUST MENTIONED SOME IMPROVEMENTS INCLUDE CLARIFYING THE POINT
19 PEOPLE ON MTC AND CUBIC SIDES FOR INCIDENT MANAGEMENT AND THE
20 CALL ESCALATION PLAN WAS USED EFFECTIVELY THIS MORNING AFTER
21 TODAY'S INCIDENT. STANDARD AND TIMING NOTIFICATIONS TO
22 OPERATOR STAFF THAT REFLECT THE SEVERITY OF THE OUTAGE. TODAY
23 AT 10:09 AN E-MAIL WENT FROM MY STAFF TO CLIPPER OPERATOR
24 STAFF AND THEN WE SENT A NOTIFICATION TO CHAIR JUST AFTER 11
25 TODAY TO NOTIFY BY E-MAIL ABOUT THE OUTAGE JUST ABOUT AN HOUR



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1 AFTER THE OUTAGE OCCURRED. AND REPOSTING SOCIAL MEDIA
2 NOTIFICATIONS I PERSONALLY WANT TO THANK THE OPERATORS WHO
3 HAVE HELPED GET THE WORD OUT QUICKLY BY REPOSTING OUR MESSAGES
4 TO THEIR FACEBOOK AND TWITTER FEEDS. AS FAR AS I KNOW, THIS --
5 MY UNDERSTANDING, FROM CUBIC IS THAT THIS MAY HAVE BEEN
6 RESOLVED AS OF TWO, BUT I'LL FIND OUT MORE DETAIL WHEN WE'RE
7 DONE WITH THIS CALL. OKAY. AS FOR AN UPDATE, LET'S MOVE ON TO
8 SOMETHING A LITTLE BIT MORE POSITIVE. UPDATE ON STAFFING
9 ORDERS, OUR CUSTOMER SERVICE CENTER IS FULLY STAFFED AND HAS
10 VERY LOW WAIT TIMES. THAT'S GOOD NEWS TO REPORT. AND I'LL RUN
11 YOU THROUGH SOME OF THE STATS THAT WE HAVE FOR OPERATIONS THIS
12 MONTH, AND IF I CAN GET THE BROADCAST TEAM TO PULL UP THE
13 SLIDES, THAT WOULD BE GREAT. OKAY. NEXT SLIDE PLEASE. SO, AS I
14 HAVE BEEN SHOWING YOU FOR THE LAST SEVERAL MONTHS, THIS FIRST
15 SLIDE PORTRAYS THE NUMBER OF TRANSACTIONS OVER THE LAST YEAR.
16 YOU CAN SEE WE'RE KIND OF LEVELED OFF BETWEEN MARCH, APRIL,
17 MAY, AND JUNE OR JUST A LITTLE BIT DOWN FROM JUNE AND JULY,
18 BUT STILL HOLDING STEADY AT THE 10 MILLION TRANSACTION MARK.
19 OKAY. NEXT SLIDE, PLEASE. AGAIN, ACCORDINGLY, THIS IS THE
20 REVENUE SETTLED, SO NOT SURPRISINGLY IT'S VERY SIMILAR TO LAST
21 MONTH JUST IN THE 24 TO \$25 MILLION REVENUE. NEXT SLIDE
22 PLEASE. SO, THIS IS ALWAYS AN INTERESTING ONE. SO THIS IS THE
23 MOBILE CARD PROVISION. JUST TO, SORT OF, REMIND YOU, THE
24 LIGHTER BLUE LINE IS THE NUMBER OF CARDS THAT HAVE BEEN ADDED
25 IN PEOPLE'S PHONES WALLETS, AND THE DARKER BLUE LINE AT THE



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1 BOTTOM IS THE NUMBER OF PEOPLE THAT TOOK A PLASTIC CARD THAT
2 THEY MAY HAVE HAD AND HAD IT TRANSFERRED TO THEIR PHONE. GOOD
3 NEWS IS MAJOR UPTICKS DUE TO PUSHING WE HAVE BEEN DOING TO GET
4 PEOPLE ON TO MOBILE, PRIMARILY IN JUNE, BUT THAT NUMBER HAS
5 HELD PRETTY STEADY THROUGH THE MONTH OF JULY TO AROUND 75,000
6 CARDS FOR THE MONTH. NEXT SLIDE PLEASE. SO THIS SLIDE IS THE
7 NUMBER OF TRIPS MADE WITH MOBILE CARDS. AND YOU CAN SEE WE HAD
8 THE BIG BLIP DURING THE MONTH OF JUNE, EVEN THOUGH WE HAVE
9 COME DOWN, SHOWING STEADY INCREASE WITH THE USAGE OF MOBILE
10 CARDS, IN JULY. AND THAT'S ALSO REFLECTED ON THE NEXT SLIDE IF
11 WE COULD GO TO THAT ONE? AND THEN YOU CAN SEE HERE, THE
12 NUMBER, ON THE LEFT SIDE, SINCE WE HAVE LAUNCHED IN APRIL OF
13 2021, THE NUMBER OF TOTAL -- THE NUMBER OF TRIPS USING MOBILE
14 CARD VERSUS TOTAL TRIPS, AND THAT PERCENTAGE OVERALL IS AT
15 13%. AND THE THAT KEEPS RISING JUST AS IT HAS FOR A NUMBER OF
16 MONTHS SINCE THE BEGINNING. AND THE NUMBER FOR JULY,
17 APPROACHING 20% FOR AUGUST, ACTUALLY, AND JUST IN JULY, WE ARE
18 JUST UNDER 20% USAGE IN TERMS OF MOBILE CARDS. SO, THAT IS MY
19 REPORT. AND I'LL TAKE ANY QUESTIONS.

20

21 **ROBERT POWERS, CHAIR:** THANKS FOR THE REPORT, JASON, ON THE
22 OPERATIONS AND PERFORMANCE UPDATE. MADAM CLERK, WHERE ARE WE
23 ON PUBLIC COMMENT FOR THIS ITEM

24



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1 **CLERK OF THE BOARD:** WE HAVE TWO HAND RAISED ON PUBLIC
2 COMMENTS.

3

4 **ROBERT POWERS, CHAIR:** OKAY.

5

6 **CLERK, WALLY CHARLES:** ADINA LEVIN.

7

8 **ADINA LEVIN:** HI, YES. ADINA LEVIN WITH SEAMLESS BAY AREA. I
9 WANT TO THANK THE CLIPPER PROJECT STAFF AND EVERYBODY ELSE WHO
10 HAS BEEN WORKING ON ADDRESSING THE OUTAGE TODAY. IN TERMS OF
11 THE OVERALL GOAL OF PROVIDING AN EASY TO USE, CONVENIENT
12 PUBLIC TRANSPORTATION SYSTEM, THAT DOES INCLUDE THINGS THAT
13 WORK AS SMOOTHLY AS THEY CAN WHEN THINGS GO WRONG. SO, SEEING
14 THAT, THE INSTITUTIONS ARE WORKING -- OR HAVE BEEN WORKING ON
15 PROCESSES OF HOW TO HANDLE INCIDENTS AND BE ABLE TO
16 COMMUNICATE EFFECTIVELY AND RECOVER SMOOTHLY, IS REALLY
17 WELCOME TO SEE AND, SO, THANKS FOR WORKING HARD ON DEALING
18 WITH THE OUTAGE. THAT'S IT.

19

20 **CLERK, WALLY CHARLES:** THANK YOU. ALETA DUPREE?

21

22 **SPEAKER:** THANK YOU, AGAIN, CHAIR POWERS. ALETA DUPREE FOR THE
23 RECORD, SHE AND HER. I'M NOT GOING TO DWELL ON THE OUTAGE BUT
24 CERTAINLY WANT TO LOOK AT THE COMMUNICATIONS INFRASTRUCTURE.
25 BECAUSE WHEN PEOPLE HAVE AN URGENT MATTER, AS YOU KNOW, THEY



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1 WANT ANSWERS. ESPECIALLY IF THEY'RE RIDING ON A BUS. THAT'S
2 SOMETHING WE WANT TO WORK ON. LAST MONTH I LISTENED TO A
3 MEETING AND HEARD YOUR ROBUST DISCUSSION ABOUT CARD SHORTAGE,
4 SO I APPRECIATE YOU CONTINUING TO WORK WITH THE MOBILE CARDS.
5 I WILL LET YOU KNOW THAT I AM NOT A USER OF A MOBILE CARD, AND
6 IT'S FOR THIS REASON. IT IS BECAUSE I'M A REDUCED-FARE USER.
7 SO THAT'S ONLY AVAILABLE IN PLASTIC CARD FORMAT. I'M SURE
8 THERE ARE SOME VERY IMPORTANT REASONS WHY THAT IS BASICALLY
9 STANDARD WITH ANY TRANSIT SYSTEM BECAUSE OF IDENTIFICATION
10 MATTERS, HAVING A PICTURE ON THE CARD, ET CETERA. BUT,
11 CERTAINLY, THIS BRINGS ABOUT THE IMPERATIVE THAT WHEN WE HAVE
12 A SHORTAGE OF PLASTIC CARDS, WE WANT TO MAKE SURE THAT WE HAVE
13 A PLASTIC CARD SO THAT THE REDUCED FARE CUSTOMERS ARE ABLE TO
14 ACCESS THOSE. SO, HAVING MORE MOBILE CARDS CREATED FOR THOSE
15 WHO HAVE PHONES AND THERE ARE MANY WHO HAVE PHONES, SMART
16 PHONE PENETRATION, I THINK IS NORTH OF 70%, WE CAN SPREAD THE
17 WORD SAYING, YOU KNOW, THERE IS AN APP FOR THAT. WOULD I USE A
18 MOBILE CARD? ABSOLUTELY. IF THERE'S A MOBILE CARD OPTION FOR
19 REDUCED FARE, SOMEDAY, ABSOLUTELY I WOULD. YOU SHOULD SEE HOW
20 MANY MOBILE CARDS I HAVE IN MY WALLET FROM AROUND THE COUNTRY.
21 WE SHOULD CONTINUE TO HELP OUR NEW USERS GET ON THE MOBILE
22 CARD. THANK YOU
23
24 **CLERK, WALLY CHARLES:** THANK YOU. THERE ARE NO MORE PUBLIC
25 COMMENTS.



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1

2 **ROBERT POWERS, CHAIR:** THANK YOU. LET'S TURN TO COMMITTEE
3 MEMBERS FOR COMMENTS OR QUESTIONS FOR JASON ON HIS UPDATE AS
4 FAR AS OPERATION AND PERFORMANCE GO ON THE CURRENT CLIPPER
5 SYSTEM. OKAY. JASON, I AM NOT SEEING ANY COMMENTS OR HANDS
6 RAISED. JASON, YOU HAVE GOT YOUR HAND BACK UP. YOU WANT MORE?

7

8 **JASON WEINSTEIN:** NO. I JUST -- NORMALLY, I WOULDN'T FEEL
9 COMPELLED TO RESPOND BUT ALETA RAISED A POINT ABOUT WHICH I
10 MIGHT PUT MY STAFF ON THE SPOT ABOUT, BUT I BELIEVE YOU CAN
11 ACTUALLY -- WHILE YOU CANNOT GET A CARD FROM SCRATCH, LIKE
12 USING YOUR WALLET, WHAT YOU PURCHASE WHEN YOU DO THAT, IS AN
13 ADULT CARD. BUT IF YOU HAVE AN RTC CARD, YOU COULD ACTUALLY
14 TRANSFER THAT PLASTIC CARD TO YOUR PHONE'S WALLET, WE THEN
15 REQUEST THAT YOU PROBABLY HOLD ON TO THE CARD, BECAUSE THERE
16 IS NO PICTURE OR ANYTHING ASSOCIATED WITH T SO WE WOULD ASK
17 YOU TO HOLD ON TO THE PHYSICAL PLASTIC, BUT THE FUNCTIONALITY
18 COULD BE TRANSFERRED TO A PHONE FOR REDUCED FARE CARDS.

19

20 **ROBERT POWERS, CHAIR:** OKAY. THANK YOU FOR THAT, JASON. AND WE
21 HAVE ALETA'S CONTACT INFORMATION TO REACH OUT TO ALETA.

22

23 **JASON WEINSTEIN:** YEAH. I'M TALK ABOUT THE BENEFITS OR SON IN
24 BENEFITS.

25



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1 **ROBERT POWERS, CHAIR:** TOTALLY. THAT MOVES US TO AGENDA ITEM
2 FIVE WHICH IS THE EXECUTIVE DIRECTOR'S REPORT. MS. KUESTER?
3

4 **CAROL KUESTER:** ALL RIGHT. JUST VERY QUICKLY. MANY OF YOU
5 HEARD, IN THE LAST FARE COORDINATION AND INTEGRATION STUDY
6 MEETING THAT THE CLIPPER BAY PASS WAS ANNOUNCED TODAY. THE
7 FIRST INITIATIVE TO THE IMPLEMENTED BASED ON RECOMMENDATIONS
8 OF THE FARE COORDINATION AND INTEGRATION STUDY THAT THEN
9 LAUNCHED A TWO YEAR PILOT PROGRAM TO STUDY THE IMPACT OF A
10 SINGLE PASS. SO, THIS PROGRAM WILL PROVIDE SOME 50,000 BAY
11 AREA RESIDENTS FREE ACCESS TO BUS, RAIL, AND FERRY SERVICES IN
12 THE NINE COUNTY REGION WITH AN UNLIMITED PASS LOADED ON TO THE
13 CLIPPER CARD AND I'M REALLY LOOKING FORWARD TO SEE WHAT WE
14 LEARN AS A RESULT OF THIS INITIATIVE. IN OTHER NEWS, THE A PDA
15 TECH CONFERENCE IS HAPPENING TODAY IN DENVER. AND ED MENG IS
16 PRESENTING ON A PANEL WITH AC TRANSIT CIO AHSAN BAIG ON
17 REGIONAL PARTNERSHIP CLIPPER PROVIDING UPDATES ON ACCOUNT
18 BASED SYSTEMS AND OTHER FEATURES AND IMPROVEMENTS WE'RE
19 DELIVERING FOR THE BAY AREA AND FINALLY ASSURING YOU WE'RE
20 CONTINUING TO WORK ON WHAT'S HAPPENING WITH THE PHONE CARRIER,
21 AND OTHER CITIES ARE PLEDGING TO DO SO AS WELL, OTHER MAJOR
22 CITIES LIKE CHICAGO AND NEW YORK NEW YORK THAT RELY ON CUBIC'S
23 CALL CENTER SERVICES AND ARE EQUALLY INVESTED AS WE, AND WE'LL
24 KEEP YOU APPLY APPRISED OF A QUICK RETURN TO STEADY STATE OF
25 OPERATIONS IF WE AREN'T THERE ALREADY. THANK YOU.



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1

2 **ROBERT POWERS, CHAIR:** THANK YOU. MADAM CLERK, ANY PUBLIC
3 COMMENT ON THE EXECUTIVE DIRECTOR'S REPORT THERE?

4

5 **CLERK, WALLY CHARLES:** NO HAND RAISED BY MEMBERS OF THE PUBLIC,
6 AND NOTHING IN WRITING.

7

8 **ROBERT POWERS, CHAIR:** OKAY. THANK YOU FOR THAT. HOW ABOUT
9 COMMITTEE MEMBERS? ANYTHING FOR OUR EXECUTIVE DIRECTOR ON HER
10 REPORT IN OKAY. SEEING NONE. CAROL, THANK YOU FOR THAT
11 EXECUTIVE REPORT. AND WE'RE GOING TO MOVE TO AGENDA ITEM
12 NUMBER SIX. MADAM CLERK, THAT'S PUBLIC COMMENT ON ANY OTHER
13 BUSINESS. AND DID WE RECEIVE ANYTHING WRITTEN FROM ANY FOLKS
14 OR ORGANIZATIONS?

15

16 **CLERK, WALLY CHARLES:** NO. BUT ALETA DUPREE HAS A HAND RAISED.

17

18 **SPEAKER:** THANK YOU, AGAIN, CHAIR BOB POWERS, AND MEMBERS.
19 ALETA DUPREE FOR THE RECORD, SHE AND HER, AS THAT PLAYS OUT. I
20 DID SEND A LATE LETTER AND THAT'S OKAY, YOU WILL EVENTUALLY
21 GET IT. I DON'T REMEMBER MUCH OF WHAT I SAID. I'LL BE BRIEF.
22 HOW DO WE TAKE CLIPPER TO THE NEXT LEVEL? WE ARE DOING IT, AND
23 IT TAKES ON MANY FORMS. AND I HOPE TO GO TO OTHER PLACES. AND
24 I HAVE USED SOME OTHER APPS ALONG THE WAY. CLIPPER ALLOWS ME
25 TO PUT IT ALL INTO ONE PLACE, ONE-STOP-SHOP. CERTAINLY, FARE



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1 POLICY FROM EACH AGENCY HAS AN INFLUENCE ON HOW CLIPPER CAN BE
2 USED. AND I CERTAINLY THINK THAT THERE IS MORE TO BE DONE. HOW
3 DO WE CONVERSE WITH 27 DIFFERENT PUBLIC AGENCIES ON FARE
4 POLICIES THAT CAN BE MORE CLIPPER-DRIVEN. BECAUSE I BELIEVE IN
5 A SYSTEM THAT CAN HAVE MORE USAGE THAN IT ALREADY DOES. AND I
6 THINK IT IS A SYSTEM THAT IS EASILY ENGAGED BY PEOPLE OF ALL
7 DIFFERENT ECONOMIC AND SOCIAL STRATA. BUT, IT IS ABOUT OPENING
8 UP A CONSCIOUSNESS THAT ALLOWS, THAT ENCOURAGES PEOPLE TO
9 TRYOUT THESE THINGS AND FIND OUT THEY WORK BETTER THAN THE OLD
10 WAYS, 1904 ANYMORE. AND BY THE WAY IT'S TODAY THAT NEW YORK
11 CITY OPENED A BRAND-NEW SYSTEM OF PUBLIC TRANSPORTATION CALLED
12 THE SUBWAY. NOW WE CAN SEE IT'S MUCH BIGGER THAN WHEN IT
13 STARTED. THERE IS A LOT TO BE DONE. AND I HOPE TO BE BACK IN
14 THE BAY AREA TO USE IT SOME MORE. BUT I ASK YOU NOT PRESUME
15 PEOPLE INCAPABLE BUT CONSIDER THE POSSIBILITY THAT MORE PEOPLE
16 CAN ENGAGE. IT'S NOT ABOUT HANGING ON TO THE PAST, BUT
17 WELCOMING INTO THE FUTURE. THANK YOU.

18

19 **CLERK, WALLY CHARLES:** THANK YOU. THERE IS NO MORE PUBLIC
20 COMMENT.

21

22 **ROBERT POWERS, CHAIR:** OKAY. THANK YOU FOR THAT, MADAM CLERK.
23 SO, WE'RE AT AGENDA ITEM NUMBER SEVEN WHICH IS THE ADJOURNMENT
24 OF THIS MEETING. AND WE ARE ALL SCHEDULED, NEXT MEETING, FOR
25 THE CLIPPER EXECUTIVE BOARD, IS SETUP FOR MONDAY SEPTEMBER 9TH



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1 AT 1:30 IT SHOULD BE ON ALL OF YOUR CALENDARS, AND WE'LL SEE
2 EVERYBODY THERE. THIS MEETING IS ADJOURNED. THANK YOU.

3 [ADJOURNED]

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