



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 7

Bay Area Metro Center
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TEL 415.778.6700
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Memorandum

TO: Policy Advisory Council

DATE: March 1, 2017

FR: Pam Grove, Staff Liaison

W.I. 1114

RE: Staff Liaison Report – March 2017

Jake Mackenzie Elected Chair of MTC

Rohnert Park Mayor Jake Mackenzie took over the reins of the Metropolitan Transportation Commission (MTC) on February 22 after the 18 voting members of the 21-member regional Commission unanimously elected him as chair for the two-year term running through February 2019. Mackenzie has served for the past two years as MTC's vice chair, and has represented Sonoma County on the Commission since 2008.

Also on Wednesday, the Commission elected Alameda County Supervisor Scott Haggerty to serve as MTC's vice chair for the next two years. Haggerty previously served as the Commission's vice chair from 2007 to 2009; and as chair from 2009 to 2011.

In other MTC Commissioner turnover, Union City Mayor Carol Dutra-Vernaci in December 2016 replaced former Berkeley Mayor Tom Bates as the Alameda County cities' representative. In January 2017, Los Altos City Councilmember Jeannie Bruins replaced former Campbell City Councilmember Jason Baker as the Santa Clara County cities' representative; Marin County Supervisor Damon Connolly replaced former Supervisor Steve Kinsey as the Marin County representative; BART Director Nick Josefowitz replaced former San Francisco Supervisor and current state Senator Scott Wiener as the San Francisco Mayor's representative; Napa County Supervisor Alfredo Pedroza replaced former Supervisor Mark Luce as the Napa County representative; and San Mateo County Supervisor Warren Slocum replaced former Supervisor Adrienne Tissier as the San Mateo County representative. The San Francisco Board of Supervisors earlier this month selected Jane Kim to replace former Supervisor David Campos as its representative on the Commission.

To read the full press release on the recent election of the next chair and vice chair and other Commission changes, go to:

<http://mtc.ca.gov/whats-happening/news/jake-mackenzie-elected-chair-metropolitan-transportation-commission>

For a full updated MTC roster with their contact information and links to their biographies, go to:

<http://mtc.ca.gov/about-mtc/what-mtc/commissioners/full-commissioner-roster>

Pass Through the Hub: Transportation Information Nexus at 375 Beale Street

The Hub at 375 Beale Street is the Bay Area's newest resource for transportation information and services. Located on the ground floor of the Bay Area Metro Center in San Francisco, The Hub is a one-stop storefront "shop" for all the programs and services of the Metropolitan Transportation Commission, the Association of Bay Area Governments and the Bay Area Air Quality Management District.

Staff at The Hub provide personalized, comprehensive travel information about transit routes and schedules, bicycle routes, transit passes and more.

- Want a FasTrak[®] toll tag? Get it at The Hub!
- Need to load cash value or passes on your Clipper[®] transit fare card? Do it at The Hub!
- Seeking out your best Bay Area bus route? Ask an expert at The Hub!
- Requesting for an Air District Permit? Apply at The Hub!
- Searching for a Bay Trail map? It's at The Hub!

The Hub at 375 Beale Street is open Monday-Friday from 8 a.m. to 6 p.m., and on Saturdays from 9 a.m. to 1 p.m.

The Rockefeller Foundation Grants \$4.6 M to Bay Area Leaders to Tackle Climate Change

In January, the Rockefeller Foundation announced a \$4.6 million grant to a coalition of Bay Area leaders to create the Bay Area: Resilient by Design Challenge – a competition that will engage regional innovators, community members, developers and policy makers, as well as designers, architects, and engineers from around the globe, in developing creative, realistic and long-lasting infrastructure solutions for climate and seismic challenges confronting the San Francisco Bay Area. This innovative challenge is modeled after the award-winning Rebuild by Design Hurricane Sandy Design Competition, which was pioneered by the U.S. Department of Housing and Urban Development in partnership with The Rockefeller Foundation.

MTC is a partner in the effort through its role in the Bay Area Regional Collaborative (BARC), which provided leadership in securing the Rockefeller Foundation grant and serves on the Executive Committee for the effort.

The 10 locations on which the Resilient by Design competition will focus will be selected from among some 30 Bay Area places identified as highly vulnerable to flooding and rising sea levels.

To read more about the Resilient by Design Challenge, including background information on the Rockefeller Foundation, go to:

<http://mtc.ca.gov/whats-happening/news/special-features/rockefeller-foundation-grants-46m-bay-area-leaders-tackle>

Update on C2 Public Engagement Activities

MTC, working with its transit agency advisors, is launching two rounds of public engagement this spring.

1. **Public Comment on Draft RFP for System Integrator for Industry Review** (Available Now) – Per transit agency request, MTC is giving the public an opportunity to comment on the Draft RFP for System Integrator for Industry Review. This 527-page document is not very accessible for laypersons, so MTC created a one-page summary of key features (in English, Spanish, Chinese and Vietnamese). It has just been posted on the website created for the project: futureofclipper.com. The deadline for responses is April 3, 2017.

If you wish to promote this public input opportunity, you may do so by providing copies of the summary at your public meetings and sharing information about it in those meetings. PDFs of all the language versions are included to this report as Attachments A through D, along with a set of talking points (Attachment E).

2. **Opt-In Online Survey** – In mid-April, MTC will launch an opt-in online survey, similar to the one conducted in 2014 that generated 7,600 responses. The survey will be open until May 31, 2017. We anticipate the survey will focus on issues that could be addressed in the final RFP and implementation of the system, but that could also be addressed now through customer education. MTC is currently planning focus groups to help us better define the survey questions.

A packet of materials is being prepared for you to use to promote the survey and other input opportunities. The packet will include:

- Take-ones (in English, Spanish, Chinese and Vietnamese)
- Car card artwork (in English, Spanish, Chinese and Vietnamese) – you will need to print these
- 30-second video
- Social media and other messaging of various lengths
- Talking points and discussion questions for use in meetings

The toolkit will be available in early April, and attached is some suggested language for a memo you can use to describe C2 and the current engagement efforts (Attachment F).

If you have questions, please contact Lysa Hale of MTC staff at lhale@mtc.ca.gov.

Policy Advisory Council Meeting with the Commission Postponed

The annual meeting with the Policy Advisory Council and the MTC Commission originally scheduled for Wednesday, March 22 has been postponed due to scheduling conflicts. Stay tuned for a new meeting date.

MTC Advisor Rich Hedges Receives City of San Mateo Mayor's Award

On Wednesday, February 16, the Policy Advisory Council's own Rich Hedges received the city of San Mateo Mayor's award for his years of community service. The San Mateo Daily Journal ran an article written by former MTC Commissioner Sue Lempert outlining Rich's past (in Rich's own words), which can be accessed via this url:

<http://www.smdailyjournal.com/articles/opinions/2017-02-13/rich-hedges-to-receive-chamber-mayors-award/1776425175784.html>

Congratulations, Rich!

CommuteCon 2017 Over, But Still Available

Held this past February 8th, CommuteCon 2017 is an industry-wide online conference hosted by RideAmigos which focused on current trends and topics in the field of transportation demand management (TDM). The conference provided an accessible online forum where prominent leaders in the TDM field could connect with citizens, stakeholders, and other TDM professionals. It was structured around notable speakers drawn from a variety of sectors including government, education, and private enterprise. Featured speakers presented ideas and discussed trending topics in the TDM space.

While the event is over, the presentations and videos can still be found on display at:

<https://rideamigos.com/commutecon-2017/>

The list of the diversity of speakers on a wide range of topics is shown on the website, as well as information from past TDM conferences.



FEBRUARY 2017

Summary of Draft RFP

The Next-Generation Clipper System is on the Horizon!

In a few months, the Metropolitan Transportation Commission (MTC), manager of the Clipper fare-payment program, will issue request for proposals (RFP) outlining the scope, specifications and requirements for the next-generation Clipper system. From the proposals, MTC and its transit agency partners will select a system integration vendor and begin implementation.

MTC recently released a draft of the RFP and is soliciting industry review and public feedback. This one-page summary serves as a layperson's description of the technical scope of work.

Now is your chance to influence development of the next Clipper!

Submit comments by email to feedback@futureofclipper.com or via voicemail at **415.778.6680**.

Customers can expect...

- ▶ An intuitive, efficient and familiar experience.
- ▶ Excellent, proactive customer service.
- ▶ Operational efficiency and reliability.

MTC and the transit agencies are considering a Clipper system where:

You can pay with...

- Mobile phone/wearables
- Mobile ticketing apps
- Contactless smart cards
- Limited-use smart cards
- Open-payment bank cards

You'll get customer service from...

- Websites
- Telephone call center
- Walk-in customer service centers
- Self-service customer kiosks

You can get a card and add value via...

- Websites
- Telephone call center
- Transit station ticket machines
- Walk-in customer service centers
- Partner retailers
- Self-service customer kiosks
- Institutions (e.g., work and school)

Our technology will enable...

- An account-based system, no longer card-based
- Fast, reliable transaction processing
- Consistent, accessible customer-facing systems
- Configurability of transit agency fare policies
- Modular architecture; open or published interfaces
- Integration with legacy Clipper systems
- Expansion to regional partner agencies (parking, bike share, tolling, ride sharing, etc.)

What is C2?

The next-generation Clipper® system (C2) will be a customer-focused, cost-effective fare-collection system that supports a modern, seamless transit experience for traveling around the Bay Area, providing a flexible platform for improving future regional travel, delivered through a collaborative partnership among Bay Area transit agencies, MTC and its private-sector vendors.

The C2 System Integrator

will be responsible for collection and processing, customer service tools and account management (including mobile apps and website), back-office systems/operations, administration, system monitoring, data storage, fraud/security control, disaster recovery, retail network management, integration with transit benefit and institutional programs, and limited maintenance of Clipper equipment. **MTC** will be responsible for management, including contracting, program accounting, and customer education and branding. **Transit agency partners** will be responsible for agency-specific accounting and customer service, fare inspection and enforcement, wired communications, and upkeep of Clipper devices as well as fare policy.



We welcome your comments! Send us your comments by email to feedback@futureofclipper.com, or via voicemail at **415.778.6680**. Deadline: April 3, 2017. Find more information at futureofclipper.com.



Resumen del borrador de la solicitud de presentación de propuestas

¡La siguiente generación del Sistema Clipper está en el horizonte!

Dentro de algunos meses, la Comisión del Transporte Metropolitano (MTC), administradora del programa de pago de tarifas Clipper, solicitará la presentación de propuestas que describan el alcance, las especificaciones y los requisitos del sistema Clipper de siguiente generación. A partir de las propuestas, MTC y sus agencias de transporte público asociadas seleccionarán un proveedor de integración de sistemas y comenzarán la implementación.

MTC recientemente dio a conocer un borrador de la solicitud de presentación de propuestas y está pidiendo la revisión de la industria y la opinión del público. Este resumen de una página tiene el propósito de describir el alcance técnico del trabajo en términos simples.

¡Esta es su oportunidad de influenciar el desarrollo del siguiente Clipper!

Envíe sus comentarios por correo electrónico a feedback@futureofclipper.com o por correo de voz al 415.778.6680.

¿Qué es C2?

El sistema Clipper® de siguiente generación (C2) será un sistema de cobro de tarifas eficaz en función del costo y centrado en el cliente, que respalda una experiencia de transporte fluida y moderna para viajar alrededor del Área de la Bahía, proporcionando una plataforma flexible para mejorar los viajes futuros en la región, que es suministrada a través de una asociación colaborativa entre las agencias de transporte público del Área de la Bahía, MTC y sus proveedores del sector privado.

El sistema integrador

C2 será responsable del cobro y procesamiento, administración de cuentas y herramientas de servicio al cliente (incluidas las aplicaciones móviles y los sitios web), sistemas/operaciones logísticas, administración, monitoreo del sistema, almacenamiento de datos, control del fraude/seguridad, recuperación ante desastres, administración de redes minoristas, integración con programas institucionales y de beneficios de transporte público, y mantenimiento limitado del equipo Clipper. **MTC** será responsable de la administración, incluida la contratación, contabilidad del programa, educación de clientes y consolidación de la marca. **Las agencias de transporte público asociadas** serán responsables de la contabilidad y el servicio al cliente específicos de la agencia, la inspección y aplicación de tarifas, las comunicaciones alámbricas, y el mantenimiento de los dispositivos Clipper y la política tarifaria.

Los clientes pueden esperar...

- ▶ Una experiencia familiar, eficiente e intuitiva.
- ▶ Servicio al cliente excelente y proactivo.
- ▶ Eficiencia y confiabilidad operacionales.

MTC y las agencias de transporte público están considerando un sistema Clipper en el que:

Se pueda pagar con...

- Teléfono móvil/dispositivos portátiles
- Aplicaciones móviles para boletos
- Tarjetas inteligentes sin contacto
- Tarjetas inteligentes de uso limitado
- Tarjetas bancarias de pago abierto

Recibirá atención al cliente de...

- Sitios en Internet
- Centro de llamadas telefónicas
- Centros de servicio al cliente en persona
- Quioscos de autoservicio

Usted puede obtener una tarjeta y añadirle valor a través de...

- Sitios web
- Centro de llamadas telefónicas
- Máquinas de boletos en estaciones de transporte público
- Centros de servicio al cliente en persona
- Comercios asociados
- Quioscos de autoservicio
- Instituciones (p. ej., trabajo y escuela)

Nuestra tecnología permitirá...

- Un sistema que se base en cuentas, y ya no en tarjetas
- Procesamiento rápido y confiable de transacciones
- Sistemas de cara al cliente accesibles y uniformes
- Posibilidad de configurar las políticas tarifarias de las agencias de transporte público
- Arquitectura modular; interfaces abiertas o publicadas
- Integración con los sistemas Clipper heredados
- Expansión a agencias regionales asociadas (estacionamiento, bicicletas compartidas, peaje, viajes compartidos, etc.)



¡Esperamos sus comentarios! Envíenos sus comentarios por correo electrónico a feedback@futureofclipper.com o por correo de voz al 415.778.6680. Plazo: 3 de abril de 2017. Encuentre más información en futureofclipper.com.



徵求建議書 (RFP) 草案摘要

新一代 Clipper (路路通) 卡系統 即將推出!

未來幾月中，負責管理 Clipper (路路通) 卡車費付款方案的大都會交通委員會 (MTC) 將發佈徵求建議書 (RFP)，指明新一代 Clipper (路路通) 卡系統的範圍、規格和要求。根據提案，大都會交通委員會及其公共交通運輸合作商將選定一家系統整合供應商開始實施專案。

大都會交通委員會近期發佈了一項徵求建議書草案，同時徵求業內評論和公眾回饋。這份單頁摘要從技術層面為非專業人士描述專案內容。

現在您就有機會為新一代 Clipper (路路通) 卡的發展提出建議!

發送電子郵件提供評論：feedback@futureofclipper.com，也可以通過語音信箱留言：**415.778.6680**。

客戶將可期待

- ▶ 一種直觀、高效、親切的體驗。
- ▶ 優良出色、熱情主動的客服。
- ▶ 高效和安全可靠的操作。

大都會交通委員會 (MTC) 和公共交通運輸機構正在考慮設計如下的 Clipper (路路通) 卡系統：

您可以利用以下方式 付費

- 手機或可佩戴裝置
- 行動票務應用程式
- 非接觸式智慧卡
- 限量使用智慧卡
- 開放式付款銀行卡

您可以經由以下管道 獲得客服

- 網站
- 電話中心
- 無需預約的客服中心
- 客戶自助亭

您可以透過以下方式 辦卡並充值

- 網站
- 電話中心
- 中轉車站自動售票機
- 無需預約的客服中心
- 合作零售商
- 客戶自助亭
- 機關行號 (如：工作單位和學校)

我們的技術可以實現

- 不再需要用卡付費的帳戶式系統
- 快速而又安全可靠的交易過程
- 始終如一、方便獲取、針對客戶的系統
- 共同交通運輸機構票價政策的可配置性
- 模組化的體系結構；開放或公開的使用者介面
- 與舊有 Clipper (路路通) 卡系統整合
- 擴展區域性合作商 (停車場、單車共用、道路收費、共乘等等)

C2 是什麼?

經舊金山灣區公共交通運輸機構、大都會交通委員會 (MTC) 以及各私人部門供應商的通力合作打造，新一代 Clipper® (路路通) 卡系統 (C2) 將成為客戶導向和節約成本型收費系統，為舊金山灣區的遊客提供現代化的無縫式公共交通體驗，為促進該區域未來旅遊發展提供靈活的平台。

C2 系統整合商將負責收集與處理、客服工具和帳戶管理 (包括行動應用程式和網站)、辦公室後勤系統/運作、行政管理、系統監控、資料儲存、詐欺和安全控制、故障恢復、零售網管理、與交通福利和機構方案接軌以及 Clipper (路路通) 卡設備的有限維護等方面的工作。

大都會交通委員會 (MTC) 將負責管理工作，包括簽訂合約、計劃會計、客戶教育和品牌建立等。**公共交通運輸合作商**將負責代理商相關會計和客服、票價檢查和執行、有線通訊、Clipper (路路通) 卡裝置檢修以及票價政策。



我們歡迎您提供意見! 發送電子郵件提供評論：feedback@futureofclipper.com，也可以通過語音信箱留言：**415.778.6680**。截止日期：2017 年 4 月 3 日。請造訪 futureofclipper.com 以瞭解詳情。



Tóm lược dự thảo RFP

Hệ thống Clipper đời sắp tới đang thành hình !

Trong vài tháng sắp tới, Hội đồng Giao thông Đô thị (Metropolitan Transportation Commission, MTC), nhà quản trị chương trình thanh toán tiền vé vận chuyển của Clipper, sẽ thông báo yêu cầu nộp dự thảo đấu thầu dự án (Request for Proposals, RFP) với nội dung phát thảo quy mô, những đặc điểm kỹ thuật và điều kiện của hệ thống Clipper đời sắp tới. Từ những dự thảo này, MTC và các cơ quan vận hành giao thông hợp tác sẽ tuyển chọn một nhà thầu đảm nhiệm sự tích hợp hệ thống và sẽ bắt đầu thực hiện dự án.

Gần đây, MTC đã đưa ra một bản dự thảo RFP và đang yêu cầu các cơ quan trong ngành xét duyệt, đồng thời mong muốn nhận được sự phản hồi của công chúng. Bản tóm tắt dài một trang này mô tả cho người thường hiểu quy mô của công trình về mặt kỹ thuật.

Đây là cơ hội để quý vị góp ý vào việc phát triển Clipper đời sắp tới !

Xin nạp ý kiến qua thư điện tử (email) gửi đến feedback@futureofclipper.com hoặc qua hộp thư thoại theo số **415.778.6680**.

C2 là gì?

Hệ thống Clipper® đời sắp tới (C2) sẽ là một hệ thống đặt khách hàng là trọng tâm, thu tiền hữu hiệu về mặt chi phí, hỗ trợ cách vận chuyển tiên tiến, liền mạch để di chuyển trong Vùng Vịnh, cung cấp một môi trường linh động nhằm cải tiến việc di chuyển tương lai trong khu vực và được thực hiện qua sự hợp tác giữa các cơ quan vận chuyển Vùng Vịnh, MTC và các nhà thầu tư nhân của họ.

Bộ phận tích phân hệ

thống C2 sẽ có trách nhiệm thu nhận và xử lý, quản lý tài khoản và công cụ dịch vụ khách hàng (kể cả trang mạng và các ứng dụng dành cho thiết bị di động), các hệ thống/hoạt động hạ tầng cho văn phòng, điều hành, giám sát hệ thống, lưu trữ dữ liệu, kiểm soát an ninh/gian lận, phục hồi sau sự cố, quản lý mạng lưới bán lẻ, tích hợp với ích lợi về vận chuyển và những chương trình cơ sở và bảo trì thiết bị Clipper ở mức giới hạn. **MTC** sẽ có trách nhiệm quản lý, bao gồm việc ký kết hợp đồng, kiểm toán chương trình, giáo dục khách hàng và tiếp thị nhãn hiệu.

Các cơ quan vận chuyển hợp tác sẽ có trách nhiệm kiểm toán và dịch vụ khách hàng đặc thù cho từng cơ quan, thanh tra và thi hành chương trình bán vé, truyền thông bằng đường dây truyền và bảo trì các dụng cụ Clipper cũng như cập nhật chương trình bán vé.

Khách hàng có thể tìm thấy...

- ▶ Cách sử dụng thân thiện, hiệu quả và dễ dùng theo trực giác.
- ▶ Dịch vụ khách hàng năng động, xuất sắc.
- ▶ Một hệ thống hiệu quả và đáng tin cậy.

MTC và các cơ quan vận hành giao thông đang đánh giá một hệ thống Clipper cho phép:

Quý vị trả tiền bằng...

- Điện thoại di động/mang được
- Ứng dụng mua vé di động
- Thẻ thông minh không tiếp xúc
- Thẻ thông minh có hạn định
- Thẻ ngân hàng thanh toán không tiếp xúc

Quý vị sẽ nhận dịch vụ khách hàng qua...

- Trang mạng
- Trung tâm cuộc gọi
- Trung tâm dịch vụ khách hàng không cần hẹn
- Quầy tự sử dụng

Quý vị có thể mua thẻ và thêm tiền vào thẻ qua....

- Trang mạng
- Trung tâm cuộc gọi
- Máy bán vé tại trạm trung chuyển
- Trung tâm dịch vụ khách hàng không cần hẹn
- Đối tác bán lẻ
- Quầy tự sử dụng
- Các cơ sở (ví dụ: nơi làm việc, nhà trường)

Công nghệ của chúng tôi sẽ cho phép...

- Hệ thống dựa trên tài khoản, không còn dựa trên thẻ
- Cách xử lý giao dịch nhanh, đáng tin cậy
- Hệ thống ổn định, dễ tiếp cận do trực diện với khách hàng
- Chương trình mua vé của cơ quan vận chuyển để thiết lập
- Kiến trúc kiểu mô-đun; giao diện mở hoặc đăng tải
- Kết hợp với các hệ thống Clipper tồn tại
- Mở rộng đến các cơ quan đối tác trong khu vực (đậu xe, chia sẻ xe đạp, qua cầu, đi cùng xe, v.v.)



Chúng tôi rất mong nhận được góp ý của quý vị !

Xin nạp ý kiến của quý vị qua thư điện tử (email) gửi đến feedback@futureofclipper.com hoặc qua hộp thư thoại theo số **415.778.6680**. Hạn chót: ngày 03/04/2017 Tìm thêm thông tin tại futureofclipper.com.

C2 Draft RFP for Industry Review - Talking Points for Transit Agencies 2/28/17

What is Clipper?

- Clipper is the transit fare payment system accepted by 20 Bay Area transit agencies.
- Nearly 2 million active Clipper cards are in circulation today.
- Transit riders use Clipper to pay for about 800,000 trips per weekday.
- Clipper is a cooperative effort of the Metropolitan Transportation Commission (MTC) and the participating transit agencies.

The region is planning for the future

- MTC and the transit agencies are developing the next generation of Clipper.
- They are preparing to select a vendor to serve as a “system integrator”, overseeing design and development of the new program, as well as overall operations.
- The agencies want to make sure the new system:
 - Supports a modern, seamless transit experience through a payment system that is intuitive and efficient
 - Provides a flexible platform for improving future regional travel that can be more nimble and responsive to new developments and market demands

What’s this draft RFP?

- MTC released a draft request for proposals for the vendor that will serve as system integrator, responsible for coordinating all vendors delivering the new system.
- Clipper is a complex financial payment system in a rapidly developing world of technology, so MTC decided to give the payments industry a chance to comment on the draft RFP before releasing the final version this summer.
- MTC is also opening the comment opportunity to members of the public as well.

Why should I care about the draft RFP?

- The draft RFP articulates some of the possible features of the next generation of Clipper.
- You can read a summary of important elements of the draft RFP and weigh in on your preferences about features that should be incorporated into the new system.

How can I comment?

- Visit futureofclipper.com to download a copy of the summary
- Submit comments via email to feedback@futureofclipper.com or leave voicemail at 415.778.6680.

How will my comments be addressed?

- MTC staff will acknowledge receipt of any email or voicemails.
- Comments will be forwarded to the team working on the final RFP.
- Comments also will be provided to the vendor ultimately selected as the system integrator for consideration as the program is developed.
- MTC will update the futureofclipper.com website with the results and current status of public engagement efforts.

C2 Public Engagement – Phase 2 – Suggested Memo Language

2-28-17

Clipper is the transit fare-payment system for the San Francisco Bay Area. Currently accepted on most public transit agencies, Clipper is responsible for fare payment for close to 800,000 transit trips each weekday, and roughly half of the transit trips taken in the region. The Metropolitan Transportation Commission (MTC) manages Clipper on behalf of the participating transit operators.

The Clipper system has been in operation for 10 years, and MTC and the transit operators are planning for the next generation and are seeking input from the public. Previous research, including an online survey, yielded feedback about the public's desires regarding fare media options (e.g., cards, apps, etc.), equipment, customer website, accessibility, security and privacy, integration with other services, transit benefits, transit subsidy programs, customer service, account management and fees.

Based on this input, customer feedback, industry trends and additional research, MTC and the transit operators envision a next-generation Clipper system that is a customer-focused, cost-effective fare-collection system that supports a modern, seamless transit experience for traveling around the Bay Area, providing a flexible platform for improving future regional travel, delivered through a collaborative partnership among Bay Area transit agencies, MTC and its private-sector vendors.

MTC currently is preparing to issue a request for proposals (RFP) for a system integrator, the vendor responsible for collection and processing of fares, customer service tools, account management, back-office operations, administration, retail access and integration with other programs, among other tasks. Once selected, that vendor will begin refining the scope of work and design process.

MTC and the transit operators will provide another opportunity for the public to weigh in with their preferences and priorities later in the spring. Members of the public will be able to answer specific questions through an online survey available at futureofclipper.com in mid-April and running through May 31, 2017. Interested parties may also send email to futureofclipper@mtc.ca.gov, leave voicemail at 415.778.6680 or write to MTC-Clipper Feedback, Bay Area Metro Center, 375 Beale St., San Francisco, CA 94105.