

**Metropolitan Transportation Commission  
Policy Advisory Council**

**January 8, 2020**

**Agenda Item 8**

**Staff Liaison Report – January 2020**

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**Subject:** Relevant MTC policy decisions and other activities.

**Recommendation:** Information

**Attachments:** Attachment A: Staff Liaison Report – January 2020



METROPOLITAN  
TRANSPORTATION  
COMMISSION

**Agenda Item 8  
Attachment A**  
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## *Memorandum*

TO: Policy Advisory Council  
FR: Marti Paschal, Staff Liaison  
RE: Staff Liaison Report – January 2020

DATE: January 8, 2020

W.I. 1114

### **Cubic to Provide Customer Service for Clipper START**

On December 13, 2019, MTC's Operations Committee approved a \$1.7 million contract with Cubic Transportation Services, Inc. to provide customer service and eligibility verification for Clipper START, the region's means-based fare discount pilot program scheduled to launch in spring 2020.

For most Bay Area households, transportation is the third-largest monthly expense, trailing only the cost of housing and food. To help serve the region's low-income transit riders, MTC last year approved a means-based transit fare pilot program – dubbed Clipper START. The program is designed to:

- Make transit more affordable for the Bay Area's low-income residents;
- Establish a more consistent regional standard for fare discount policies; and
- Define a transit affordability solution that is financially viable, administratively feasible and does not adversely affect the transit system's service levels and performance.

BART, Caltrain, Golden Gate Transit and Ferry, and SFMTA are the transit agencies participating in Clipper START. Adults who earn up to 200 percent of the Federal Poverty Level (approximately \$50,000 per year for a family of four) are eligible through the program for a 20 percent fare discount on each single-ride BART and Caltrain trip, and a 50 percent discount on each single ride trip taken on SFMTA, and Golden Gate Transit or Golden Gate Ferry. The transit fare discount will be granted automatically when a participant uses their personalized Clipper card to pay a single cash value fare.

The Clipper START program pilot is scheduled to launch in spring 2020 and will run for 18 months. The program will be promoted through social service agencies, community-based organizations and the media.

San Diego-based Cubic has managed the Clipper transit-fare card program for MTC since the program's launch in 2010. As part of the Clipper START program, Cubic will serve as eligibility verifier and will perform application intake, review and approval as well as customer service functions for program participants. Cubic will be able to leverage years of customer service experience with Clipper customers and provide efficiencies in combining the means-based work with the current Clipper card distribution and customer service efforts.

### **Executive Director's Report**

The following items are excerpts from the December 2019 Executive Director's Report to the Commission. To read the report in its entirety go to:

<http://www.mtc.ca.gov/whats-happening/news/executive-directors-report>.

#### **Key Highlights for December:**

On Wednesday, December 13, Commissioners David Rabbitt, Jake Mackenzie and Tony Tavares spoke at the ribbon-cutting ceremony for two segments of the Highway 101 Marin-Sonoma Narrows widening project. The new segments raised the roadway above the San Antonio Creek floodplain, widened the bridge over the Petaluma River to accommodate an additional HOV travel lane in each direction south of Petaluma, and created a bike path. MTC has provided more than \$50 million to the overall widening project.

On Friday, December 15, Commissioners Jake Mackenzie, Damon Connolly and David Rabbitt spoke at the grand opening celebration of the Sonoma Marin Area Rail Transit (SMART) Larkspur station. MTC provided more than \$20 million toward the Larkspur station, which allows SMART train passengers to more easily access Golden Gate Ferries to San Francisco.

#### **Upcoming for January:**

We will convene a workshop for MTC Commissioners on Thursday, January 30 and Friday, January 31. We will be taking a deep dive into the issues that we would like to address in the coming year. The first day will focus on transportation issues for the Commission, while on the second day, Commissioners will be joined by ABAG Executive Board Members to tackle topics for both agencies.