



EXECUTIVE DIRECTOR'S REPORT

Metropolitan Transportation Commission
April 28, 2021

New Appointments

Ingrid Supit – Ingrid started with MTC on April 19th as a Principal Engineer- Capital Project Delivery in the Design and Project Delivery section.

Alison Edwards – Alison started with MTC on April 19th as an Operations Program Associate, Clipper Customer Service Center in the Electronic Payments section.

Key Updates

COVID-Related Activities

A reminder that all Covid-19 related reporting items can be found on our MTC webpage. We provide monthly updates on all related activities, and statistics that are affecting the region. The website address is below:

<https://www.mtc.ca.gov/covid>

Clipper® Launches on iPhone and Apple Watch, Debuts New Mobile App

On April 15, Clipper launched on iPhone and Apple Watch, along with a mobile app for easier management of Clipper cards. Riders on 24 Bay Area transit systems now have a new, contactless way to pay fares on buses, trains and ferries. Customers can add their cards to iPhone or Apple Watch directly through Apple Wallet and load cash value with Apple Pay anytime, anywhere. Riders also can transfer the value from a plastic Clipper card to their iPhone. Clipper will be coming to Google Pay in May.

Regional Housing Technical Assistance Program Training Series

The ABAG Regional Housing Technical Assistance Program has launched a 10-part training series for local planning and housing staff focused on Housing Element updates. Sessions will be held the second and fourth Tuesday of each month from 9:00 a.m. - 11:00 a.m., beginning on Tuesday, February 23 and running through August, 2021. See the [ABAG Regional Housing Technical Assistance Program Training Series](#) for dates and more information.

Items of Note:

CTF Awards: The California Transportation Foundation this month named BATA as its Organization of the Year for 2020. The award will be presented at a virtual CTF Transportation Awards ceremony on Thursday, May 27 from 12 to 1:30 p.m. The CTF chose BATA for this prestigious award because of its effective partnership with Caltrans and with FasTrak contractor Conduent Inc. to transition the region's seven state-owned toll bridges to all-electronic tolling in March 2020. What originally was planned to be a gradual, years-long transition was forced by

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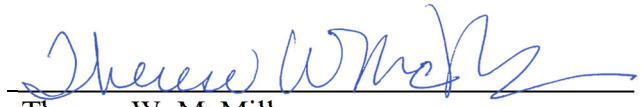
COVID-19 to take place on just about 48 hours' notice. BATA first adapted its existing toll violation system to begin issuing no-penalty toll notices to customers who did not already have FasTrak accounts, while also beginning an all-out sprint to design, install, test and implement a genuine all-electronic tolling system.

Equity Panel: San Diego Association of Governments (SANDAG) Board of Directors Meeting

On Friday, April 23, 2021, I was invited to participate with other equity leaders in a discussion before the Board of SANDAG. While I have often been invited to speak on this topic and the work that we are doing here in the San Francisco Bay Area, this opportunity is worthy of note as it was timed with SANDAG's efforts to finalize their long range plan, with a focus on equity.

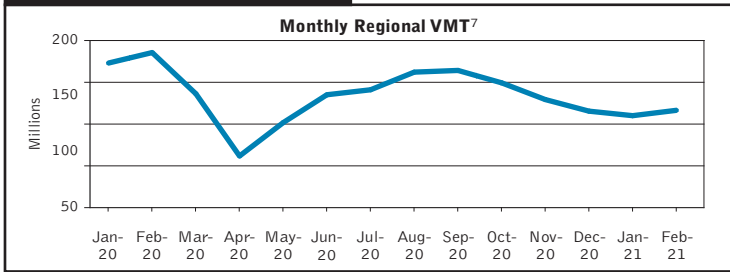
The conversation was insightful in many respects, including questions from the Board. In short, our collective regional commitments to equity are needed and challenging. The link below is to the presentation to the Board, and the equity panel begins an hour into the meeting, should you wish to check in out.

<https://www.youtube.com/watch?v=XiQy8Ictnhk>

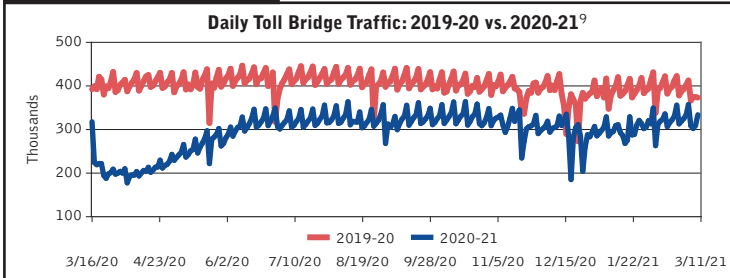


Therese W. McMillan

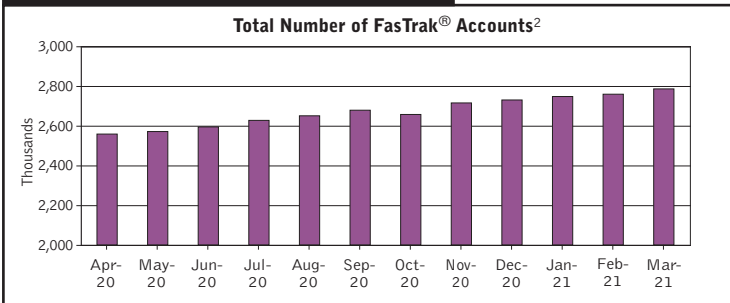
VMT in COVID-19 Pandemic



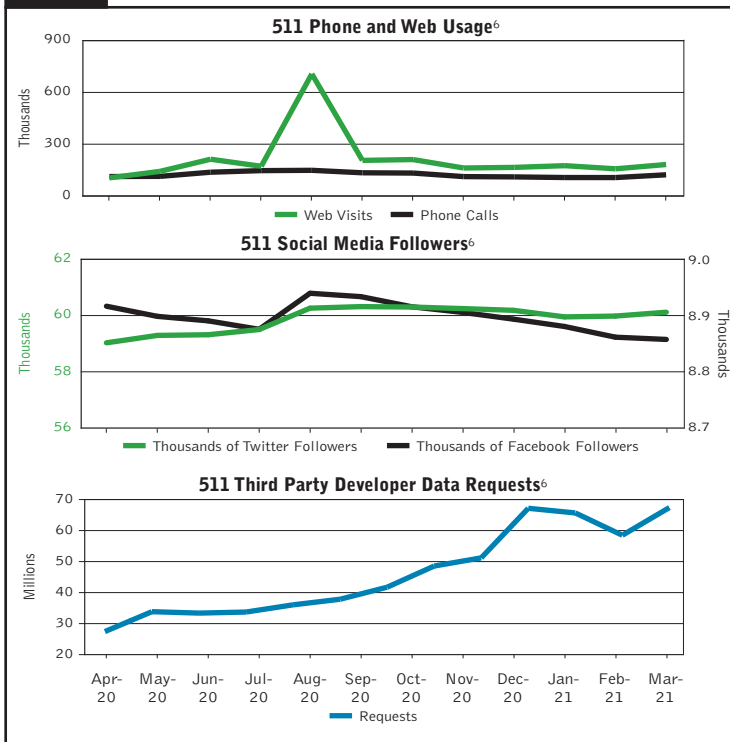
Toll Bridge Crossings



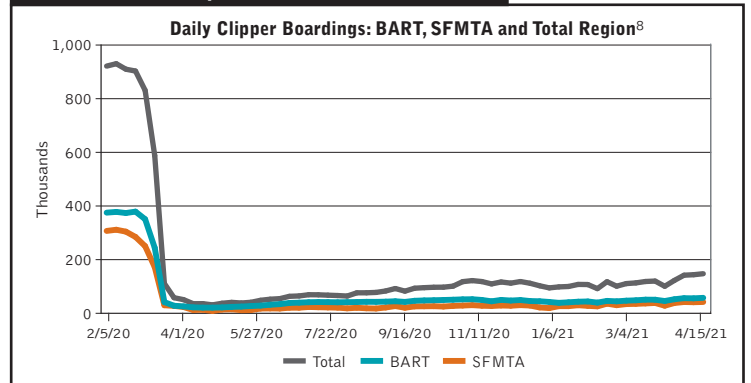
FasTrak® Electronic Toll Collection¹



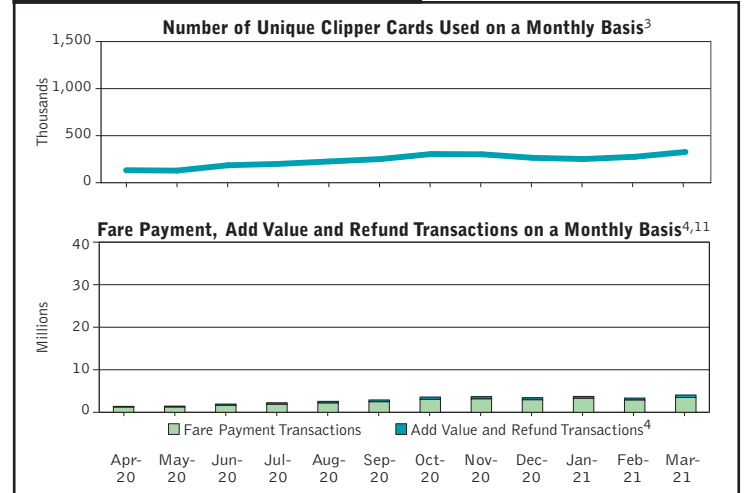
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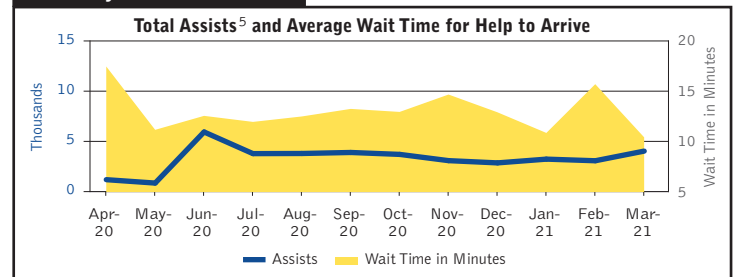
Transit Ridership in COVID-19 Pandemic



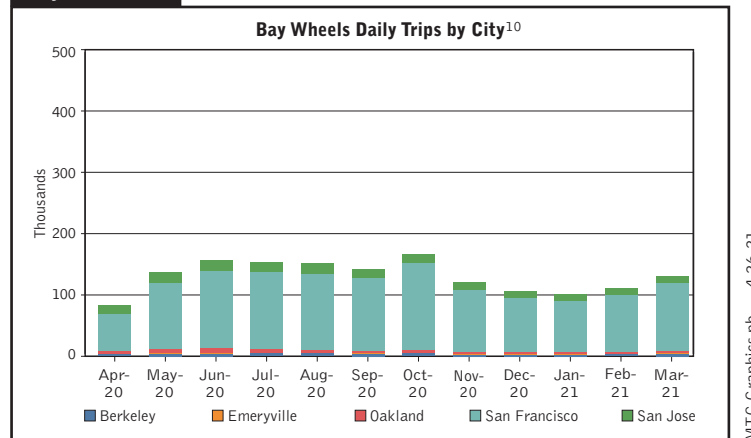
Clipper® Fare Payment System



Freeway Service Patrol



Bay Wheels



Notes: 1 MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak® customer service operations in Jan. 2004. Figures are cumulative. 2 Number of debit accounts opened through BATA service center; each account may represent more than one toll tag issued. 3 New category as of September 2003; data collected since Aug. 2002. 4 As of November 2009, refund transactions are counted with add value transactions. This chart includes refunds in the Add Value bars for the past 12 months. 5 FSP Assist numbers for the most current month are a best estimate, and may be subject to change. Final assist numbers are available at the end of the month, and the report is updated accordingly. 6 511 now tracks two new types of data in addition to call and web usage: social media followers and developer data requests. 7 VMT data courtesy of StreetLight Data. 8 Clipper-paid boardings recorded on Wednesdays of each week. 9 Daily crossings in the toll-paid direction on the Bay Area's seven state-owned toll bridges. Does not include Golden Gate Bridge. 10 Please note that Lyft is resolving a data reporting issue starting 11/23 so the trip totals for November may be lower than actual usage. 11 Due to a graphing error, Fare Payment, Add Value and Refund Transactions were shown as much higher than actual in previous versions of this sheet. Correct data is now in place.