



# Metropolitan Transportation Commission

Bay Area Metro Center  
375 Beale Street  
San Francisco, CA 94105

## Meeting Minutes - Final

### Operations Committee

#### *Committee Members:*

*Dave Cortese, Chair Julie Pierce, Vice Chair*

*Alicia Aguirre, Damon Connolly, Anne Halsted,  
Sam Liccardo, Jim Spering*

*Non-Voting Members: Tom Azumbrado, Dorene M. Giacopini*

---

Friday, April 14, 2017

9:30 AM

Board Room - 1st Floor

---

#### 1. Roll Call / Confirm Quorum

**Present:** 6 - Vice Chair Pierce, Commissioner Aguirre, Commissioner Connolly, Commissioner Halsted, Commissioner Liccardo and Commissioner Spering

**Absent:** 1 - Chair Cortese

Non-Voting Member Present: Commissioner Giacopini

Non-Voting Member Absent: Commissioner Azumbrado

Ex Officio Voting Members Present: Commission Chair Mackenzie and  
Commission Vice Chair Haggerty

Ad Hoc Non-Voting Members Present: Commissioner Josefowitz and Commissioner Worth

#### 2. Pledge of Allegiance

#### 3. Compensation Announcement - Committee Secretary

#### 4. Consent Calendar

Approval of the Consent Calendar

**Upon the motion by Commissioner Aguirre and second by Commissioner Halsted, the Consent Calendar was approved by the following vote:**

**Aye:** 6 - Vice Chair Pierce, Commissioner Aguirre, Commissioner Connolly, Commissioner Halsted, Commissioner Liccardo and Commissioner Spering

**Absent:** 1 - Chair Cortese

**4a.**     [17-2385](#)     Minutes of March 10, 2017 Meeting

**Action:** Committee Approval

**4b.**     [17-2386](#)     Contract Amendment - Call Box Maintenance Provider: CASE Systems, Inc. (\$1,200,000)

**Action:** Committee Approval

**Presenter:** Stephen Terrin

**4c.**     [17-2387](#)     Contract Actions - Clipper® Customer Communications and In-Person Customer Service

- i. Contract Amendment - In Person Customer Service Center Operations at San Francisco Ferry Building: Nematode Holdings, LLC (\$300,000)
- ii. Funding Agreement Amendment - In Person Customer Service Center at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)
- iii. Contract Amendment - Customer Information Services: MIG, Inc. (\$550,000)
- iv. Contract - Distribution and Communications Planning and Support Services: Synapse Strategies (\$260,000)
- v. Contract - Clipper® Customer Education/Outreach Services: Caribou Public Relations (\$200,000)

**Action:** Committee Approval

**Presenter:** Kelley Jackson

**4d.**     [17-2389](#)     Contract - Freeway Service Patrol Towing Services: Palace Garage (\$2,100,800)

Contract consideration for approval- Beat 22 Freeway Service Patrol Towing Services: (Palace Garage) (\$2,100,800)

**Action:** Committee Approval

**Presenter:** Giovanni Di Fabio

## 5. Approval

- 5a. [17-2388](#) Contract - Clipper® In-Person Customer Service Center at the Embarcadero BART / Muni Station: Faneuil, Inc. (\$900,000)

Award of contract to Faneuil, Inc., to operate the Clipper® In-Person Customer Service Center in downtown San Francisco.

**Action:** Committee Approval

**Presenter:** David Weir

Upon the motion by Commissioner Aguirre and second by Commissioner Halsted, the Contract - Clipper® In-Person Customer Service Center at the Embarcadero BART / Muni Station: Faneuil, Inc. (\$900,000) was approved. The motion carried by the following vote:

**Aye:** 6 - Vice Chair Pierce, Commissioner Aguirre, Commissioner Connolly, Commissioner Halsted, Commissioner Liccardo and Commissioner Spering

**Absent:** 1 - Chair Cortese

## 6. Information

- 6a. [17-2422](#) Next-Generation Clipper® (C2) System Project Update

Presentation on Clipper® today and the vision for the C2 project as well as the progress on the C2 project.

**Action:** Information

**Presenter:** Jason Weinstein

The following individuals spoke on this item:

Arielle Fleisher of SPUR;

Steve Pepple of San Francisco Transit Riders; and

Jane Kramer.

## 7. Public Comment / Other Business

## 8. Adjournment / Next Meeting

The next meeting of the Operations Committee will be May 12, 2017, 9:30 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA.