



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

Meeting Minutes - Final

Clipper Executive Board

Members:

Denis Mulligan, Chair Edward D. Reiskin, Vice Chair

*Grace Crunican, Nuria Fernandez, Jim Hartnett,
Michael Hursh, Therese W. McMillan, Rick Ramacier, and
Nina Rannells*

Monday, April 15, 2019

1:30 PM

San Francisco Bay Area Rapid Transit District
344 20th Street, 3rd Floor
Oakland, CA 94612
BART Board Room

1. Roll Call / Confirm Quorum

Present: 4 - Chair Mulligan, Vice Chair Reiskin, Board Member Crunican, and Board Member Rannells

Absent: 5 - Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Board Member McMillan, and Board Member Ramacier

Ahsan Baig acted as a delegate and voting member of the Board in place of Michael Hursh. Actions noted below as "Hursh" were taken by Baig.

Andrew B. Fremier acted as a delegate and voting member of the Board in place of Therese W. McMillan. Actions noted below as "McMillan" were taken by Fremier.

Ruby Horta acted as a delegate and voting member of the Board in place of Rick Ramacier. Actions noted below as "Ramacier" were taken by Horta.

Carol Lawson acted as a delegate and voting member of the Board in place of Nuria Fernandez. Actions noted below as "Fernandez" were taken by Lawson.

Carter Mau acted as a delegate and voting member of the Board in place of Jim Hartnett. Actions noted below as "Hartnett" were taken by Mau.

2. Consent Calendar

Upon the motion by Board Member Crunican and second by Vice Chair Reiskin, the Consent Calendar was unanimously approved. The motion carried by the following vote:

Aye: 9 - Chair Mulligan, Vice Chair Reiskin, Board Member Crunican, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Board Member McMillan, Board Member Ramacier and Board Member Rannells

2a. [19-0300](#) Minutes of the March 18, 2019 Meeting

Action: Board Approval

Attachments: [2a_CEB Minutes_Mar 18 2019.pdf](#)

3. Approval

- 3a. [19-0302](#) Contract Actions - In-person Clipper® Customer Service Center (IPCSC) Amendments
- i. Contract Amendment - Clipper Customer Service Center Operations at Embarcadero San Francisco Bay Area Rapid Transit (BART) Station: Faneuil, Inc. (\$415,000)
 - ii. Contract Amendment - Clipper Customer Service Center Operations at the San Francisco Ferry Building: Nematode Holdings, LLC (\$300,000)
 - iii. Funding Agreement Amendment - Clipper Customer Service Center Operations at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)

Contract Actions for IPCSCs at Embarcadero Station, Ferry Building, and AC Transit.

Action: Board Approval

Presenter: Kelley Jackson

Attachments: [3a Customer Service Contracts.pdf](#)

Upon the motion by Board Member Crunican and second by Board Member Rannells, the Contract Actions - In-person Clipper® Customer Service Center (IPCSC) Amendments: i. Contract Amendment - Clipper Customer Service Center Operations at Embarcadero San Francisco Bay Area Rapid Transit (BART) Station: Faneuil, Inc. (\$415,000); ii. Contract Amendment - Clipper Customer Service Center Operations at the San Francisco Ferry Building: Nematode Holdings, LLC (\$300,000); and iii. Funding Agreement Amendment - Clipper Customer Service Center Operations at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000) were unanimously approved. The motion carried by the following vote:

Aye: 9 - Chair Mulligan, Vice Chair Reiskin, Board Member Crunican, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Board Member McMillan, Board Member Ramacier and Board Member Rannells

- 3b.** [19-0303](#) Contract Actions - Customer Research, Education and Outreach for the Clipper® Program
- i. Contract Amendment - Customer Information Services: MIG, Inc. (\$770,000)
 - ii. Contract Amendment - Electronic Payments Consultant Assistance Services: Resource Development Associates, Inc. (\$270,000)

Contract Actions for Customer Research, Education, Outreach, and Operational Monitoring for the Clipper® Program.

Action: Board Approval

Presenter: Kelley Jackson

Attachments: [3b_Customer Communications Contracts.pdf](#)

Upon the motion by Board Member Crunican and second by Board Member McMillan, the Contract Actions - Customer Research, Education and Outreach for the Clipper® Program: i. Contract Amendment - Customer Information Services: MIG, Inc. (\$770,000) and ii. Contract Amendment - Electronic Payments Consultant Assistance Services: Resource Development Associates, Inc. (\$270,000) were unanimously approved. The motion carried by the following vote:

Aye: 9 - Chair Mulligan, Vice Chair Reiskin, Board Member Crunican, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Board Member McMillan, Board Member Ramacier and Board Member Rannells

4. Executive Director's Report – Kuester

5. Public Comment / Other Business

6. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be Monday, May 20, 2019 at 1:30 p.m. in the BART Board Room, 3rd Floor, 344 20th Street, Oakland, CA.