



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

Meeting Agenda

Clipper Executive Board

Members:

Rick Ramacier, Chair Robert Powers, Vice Chair

*Nuria Fernandez, Jim Hartnett, Michael Hursh,
Therese W. McMillan, Denis Mulligan,
Nina Rannells, and Jeffrey Tumlin*

Monday, April 13, 2020

1:30 PM

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
Board Room – 1st Floor (Remotely)

The Clipper® Executive Board will be meeting on April 13, 2020 at 1:30 p.m., in the Bay Area Metro Center (Remotely). In light of Governor Newsom’s State of Emergency declaration regarding the COVID-19 outbreak and in accordance with Executive Order N-29-20 issued by Governor Newsom on March 17, 2020 and the Guidance for Gatherings issued by the California Department of Public Health, the meeting will be conducted via webcast, teleconference, and Zoom for committee, commission, or board members who will participate in the meeting from individual remote locations.

A Zoom panelist link for meeting participants will be sent separately to board members.

The meeting webcast will be available at <http://mtc.ca.gov/whats-happening/meetings>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Attendee Link: <https://bayareametro.zoom.us/j/212785296>

Join by Telephone: 888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 212 785 296

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

1. Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular voting members (5).

2. Consent Calendar

- 2a. [20-0364](#) Minutes of the February 24, 2020 Meeting
- Action:** Board Approval
- Attachments:** [2a_CEB_Minutes_Feb_24_2020.pdf](#)
- 2b. [20-0440](#) Reappointment of Fare Integration Task Force Members
- Action:** Board Approval
- Presenter:** William Bacon
- Attachments:** [2b_Fare_Integration_Task_Force.pdf](#)

3. Approval

- 3a. [20-0441](#) Clipper® Two Year Budget and Work Plan
- The Clipper budget and work plan for Fiscal Years (FY) 2020-2021 and 2021-22 for the Executive Board's review and approval.
- Action:** Board Approval
- Presenter:** Edward Meng
- Attachments:** [3a_Clipper_Two_Year_Budget_and_Work_Plan.pdf](#)
- 3b. [20-0589](#) Clipper® Contract Amendments - Customer Research, Education and Outreach: MIG, Inc. (\$1,135,000), Caribou Public Relations (\$150,000) and Resource Development Associates (\$150,000); Contract - Customer Research, Education and Outreach: MIG, Inc. (\$200,000)
- Request for approval of contract actions for Clipper customer research, education and outreach: contract amendments for MIG, Inc. (\$1,135,000), Caribou Public Relations (\$150,000) and Resource Development Associates (\$150,000); contract for MIG, Inc. (\$200,000).
- Action:** Board Approval
- Presenter:** Lysa Hale
- Attachments:** [3b_Clipper_Customer_Education_Contracts.pdf](#)

- 3c. [20-0590](#) Clipper® In-Person Customer Service Centers (IPCSCs) Contract Actions: Contract Amendment - Faneuil, Inc. (\$425,000); Contract - Nematode Holdings, LLC (\$335,000) and Funding Agreement Amendment - Alameda-Contra Costa Transit District (\$250,000)

Request for approval of contract actions for Clipper in-person customer service centers: Faneuil, Inc. (\$425,000), Nematode Holdings, LLC (\$335,000) and Alameda-Contra Costa Transit District (\$250,000).

Action: Board Approval

Presenter: Kelley Jackson

Attachments: [3c Clipper In-Person Customer Service.pdf](#)

4. Information

- 4a. [20-0442](#) Clipper® Memorandum of Understanding (MOU) and Cost Sharing Agreements

Update on the Clipper MOU Cost Sharing agreements between MTC and participating Clipper agencies.

Action: Information

Presenter: Edward Meng

Attachments: [4a Clipper MOU Cost Sharing_rev.pdf](#)

- 4b. [20-0443](#) Current Clipper® System Update

Update Board members on the current Clipper program. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the February 2020 meeting.

Action: Information

Presenter: Jason Weinstein

Attachments: [4b C1 Program Update.pdf](#)

- 4c. [20-0444](#) Next Generation Clipper® System Update

Update on key developments related to the implementation of the Next Generation Clipper System Integrator project.

Action: Information

Presenter: Jason Weinstein

Attachments: [4c_C2 Program Update.pdf](#)

- 4d. [20-0530](#) Clipper® START Means-Based Pilot Program Update
- Update on the Clipper START means-based pilot program.
- Action:** Information
- Presenter:** Lysa Hale
- Attachments:** [4d_Clipper START Update.pdf](#)
- 4e. [20-0591](#) Clipper® Intercept Survey Results
- Results of biennial survey of Clipper customers and non-Clipper customers.
- Action:** Information
- Presenter:** Helise Cohn
- Attachments:** [4e_Clipper Intercept Surveys.pdf](#)
- 4f. [20-0613](#) Regional Transit Connection Discount Card (RTC) Program Administrative and Policy Change
- Seek Board guidance to transition responsibility for the RTC program application and verification processes from the Bay Area Partnership Accessibility Committee (BAPAC) to the Clipper program and to modernize those processes and administer them consistently with regional youth and senior fare discounts.
- Action:** Information
- Presenter:** Lysa Hale
- Attachments:** [4f_RTC Administrative and Policy Change.pdf](#)

5. Executive Director's Report – Kuester

6. Public Comment / Other Business

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

[20-0647](#) Correspondence Received

Attachments: [6 Public Comment Redacted.pdf](#)

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be Monday, May 11, 2020 at 1:30 p.m. in the BART Board Room, 3rd Floor, 344 20th Street, Oakland, CA.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.