



# Metropolitan Transportation Commission

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

## Meeting Agenda

### Operations Committee

*Committee Members:*

*Carol Dutra-Vernaci, Chair      Damon Connolly, Vice Chair*

*Eddie Ahn, David Canepa, Victoria Fleming,  
Sam Liccardo, Libby Schaaf, and James P. Spering*

*Non-Voting Members: Dorene M. Giacobini and Vacant*

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Friday, May 14, 2021

9:35 AM

Board Room - 1st Floor (REMOTE)

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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 members who will participate in the meeting from individual remote locations.

A Zoom panelist link for meeting participants will be sent separately to Committee 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. Committee Members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial \*9. When called upon, unmute yourself or dial \*6. In order to get the full Zoom experience, please make sure your application is up to date.

**Attendee Link:** <https://bayareametro.zoom.us/j/88564610439>

**iPhone One-Tap:** US: +16699006833,,88564610439# or +14086380968,,88564610439#

**Join by Telephone (for higher quality, dial a number based on your current location)** US: +1 669 900 6833 or +1 408 638 0968 or +1 346 248 7799 or +1 253 215 8782 or +1 646 876 9923 or +1 301 715 8592 or +1 312 626 6799 or 888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

**Webinar ID:** 885 6461 0439

**International numbers available:** <https://bayareametro.zoom.us/j/kcjsWOiQjH>

**Detailed instructions on participating via Zoom are available at:**

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom or may submit comments by email at [info@bayareametro.gov](mailto: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 non-ex-officio voting members (5).*

## 2. Pledge of Allegiance / Acknowledgement of the Flag

## 3. Compensation Announcement – Clerk of the Committee

## 4. Consent Calendar

- 4a. [21-0570](#) Minutes of the April 9, 2021 Meeting
- Action:** Committee Approval
- Attachments:** [4a OPS Minutes Apr 2021.pdf](#)
- 4b. [21-0607](#) Customer Account Management Platform Contract Actions:
- i. Purchase Order Amendment - Technical Salesforce Integration and Administration Services: Sapien Corporation (\$2,467,845)
  - ii. Purchase Order Amendment - Salesforce Licenses: Carahsoft Technology Corp (\$209,500)
- Action:** Committee Approval
- Presenter:** Shauna Callow
- Attachments:** [4b Customer Account Platform Contract Actions.pdf](#)
- 4c. [21-0638](#) Clipper® In-Person Customer Service Centers (IPCSCs) Contract Actions:
- i. Contract Amendment - Faneuil, Inc. (\$435,000);
  - ii. Contract Amendment - Nematode Holdings, LLC (\$300,000); and
  - iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (\$250,000)
- Action:** Committee Approval
- Presenter:** Kelley Jackson
- Attachments:** [4c Clipper IPCSC Contract Actions.pdf](#)
- 4d. [21-0639](#) Contract Amendment - Customer Research, Education and Outreach for the Clipper® Program: MIG, Inc. (MIG) (\$1,500,000)
- Action:** Committee Approval
- Presenter:** Lysa Hale
- Attachments:** [4d Contract Amendment MIG.pdf](#)

- 4e.**     [21-0651](#)     Contract - 511 Website Support Services: Kalamuna, Inc. (\$2,000,000)
- Action:**         Committee Approval
- Presenter:**     Alysha Nachtigall
- Attachments:**   [4e 511 Website Support Services Contract.pdf](#)
- 4f.**     [21-0716](#)     Contract - Grant Agreement between Metropolitan Transportation Commission and State of California, Wildlife Conservation Board to Fund a Regional Conservation Investment Strategy for the North Bay Baylands (\$640,000 incoming)
- Action:**         Commission Approval
- Presenter:**     Ben Botkin
- Attachments:**   [4f RCISContractMemo May2021.pdf](#)
- 4g.**     [21-0753](#)     Master Cooperative Agreement- Funding between Metropolitan Transportation Commission and California Department of Transportation for Design Services for Interstate 880 (I-880) Fiber Communications Project (\$1,740,000)
- Action:**         Committee Approval
- Presenter:**     Emily Van Wagner
- Attachments:**   [4g Coop Agreement-I-880.pdf](#)

## 5. Approval

- 5a.**     [21-0571](#)     Incident Management Program Update and Contract Actions:
- i. Incident Management Program Update
  - ii. Contract - Incident Management Strategic Plan: Parsons Transportation Group, Inc. (\$174,900)
  - iii. Contract - Traffic Incident Management Dashboard: mySidewalk, Inc. (\$300,000)
- Update on Incident Management Program and two contract actions.
- Action:**
  - i. Information
  - ii. Committee Approval
  - iii. Committee Approval
- Presenter:**     Sarah Burnworth
- Attachments:**   [5a Incident Management Program Contracts.pdf](#)

- 5b. [21-0640](#) Clipper® Contract: Next-Generation Clipper (C2) Customer Service Center: WSP USA Services, Inc. (WSP) (\$20,709,014)

Approval to enter into a contract with WSP USA Services, Inc. (WSP) in the amount of \$20,709,014 as the customer service center vendor for the Next Generation Clipper (C2) regional fare payment system.

**Action:** Committee Approval

**Presenter:** Jason Weinstein

**Attachments:** [5b Next Gen Clipper Customer Service Center Vendor Contract Recommendat](#)

## 6. Public Comment / Other Business

*Committee Members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial \*9.*

- [21-0694](#) Correspondence Received

**Action:** Information

**Attachments:** [6 Correspondence-FSP Letter Lima Tow PII.pdf](#)

## 7. Adjournment / Next Meeting

The next meeting of the Operations Committee will be Friday, June 11, 2021 at 9:35 a.m. remotely and by webcast as appropriate depending on the status of any shelter in place orders. Any changes to the schedule will be duly noticed to the public.

**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](http://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.

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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.

MTC's Chair and Vice-Chair are ex-officio voting members of all standing Committees.