



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

Meeting Minutes - Final

Clipper Executive Board

Committee Members:

Denis Mulligan, Chair Edward D. Reiskin, Vice Chair

*Grace Crunican, Nuria Fernandez, Jim Hartnett,
Steve Heminger, Michael Hursh, Rick Ramacier,
Nina Rannells*

Monday, March 20, 2017

3:30 PM

Caltrain / SamTrans
1250 San Carlos Ave, 2nd Floor
San Carlos CA, 94070
Caltrain / SamTrans Auditorium

1. Roll Call / Confirm Quorum

Present: 6 - Rannells, Chair Mulligan, Vice Chair Reiskin, Fernandez, Crunican, and Hartnett

Absent: 3 - Hursh, Ramacier, and Heminger

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

2. Consent Calendar

Upon the motion by Fernandez and second by Rannells, the Consent Calendar was unanimously approved by the following vote:

Aye: 7 - Rannells, Chair Mulligan, Vice Chair Reiskin, Fernandez, Crunican, Heminger and Hartnett

Absent: 2 - Hursh and Ramacier

2a. [17-2336](#) Minutes of February 27, 2017 Meeting

Action: Board Approval

Attachments: [2a_CEB Minutes_Feb 2017.pdf](#)

3. Approval

- 3a. [17-2337](#) Contract Actions - Clipper® In-Person Customer Services
- i. Contract - Customer Service Center at Embarcadero San Francisco Bay Area Rapid Transit (BART) Station Operations: Faneuil, Inc. (\$900,000)
 - ii. Contract Amendment - Customer Service Center at San Francisco Ferry Building Operations: Nematode Holdings, LLC (\$300,000)
 - iii. Funding Agreement Amendment - Customer Service Center 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: David Weir

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

Upon the motion by Hartnett and second by Rannells, the Contract Actions - Clipper® In-Person Customer Services: i. Contract - Customer Service Center at Embarcadero San Francisco Bay Area Rapid Transit (BART) Station Operations: Faneuil, Inc. (\$900,000); ii. Contract Amendment - Customer Service Center at San Francisco Ferry Building Operations: Nematode Holdings, LLC (\$300,000); and iii. Funding Agreement Amendment - Customer Service Center at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000) were unanimously approved by the following vote:

Aye: 7 - Rannells, Chair Mulligan, Vice Chair Reiskin, Fernandez, Crunican, Heminger and Hartnett

Absent: 2 - Hursh and Ramacier

- 3b.** [17-2356](#) Contract Actions - Customer Research, Education and Outreach for the Clipper® Program
- i. Contract Amendment - Customer Information Services: MIG, Inc. (\$550,000)
 - ii. Contract - Distribution and Communications Planning and Support Services: Synapse Strategies (\$260,000)
 - iii. Contract - Clipper® Customer Education/Outreach Services: Caribou Public Relations (\$200,000)

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

Action: Board Approval

Presenter: Kelley Jackson

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

Upon the motion by Heminger and second by Rannells, the Contract Actions - Customer Research, Education and Outreach for the Clipper® Program: i. Contract Amendment - Customer Information Services: MIG, Inc. (\$550,000); ii. Contract - Distribution and Communications Planning and Support Services: Synapse Strategies (\$260,000); and iii. Contract - Clipper® Customer Education/Outreach Services: Caribou Public Relations (\$200,000) were unanimously approved by the following vote:

Aye: 7 - Rannells, Chair Mulligan, Vice Chair Reiskin, Fernandez, Crunican, Heminger and Hartnett

Absent: 2 - Hursh and Ramacier

4. Information

- 4a.** [17-2338](#) Utah Transit Authority (UTA) Fare Payment Program

Update on UTA's experience with open payment and the FAREPAY smart card program.

Action: Information

Presenter: Clair Fiet, UTA

Attachments: [4a UTA EFC.pdf](#)

4b. [17-2373](#) Proposed Clipper® Contract Extension

Update on the proposed contract extension with current Clipper® Contractor.

Action: Information

Presenter: Carol Kuester

Attachments: [4b_Current Clipper Contract Extension.pdf](#)

4c. [17-2340](#) Next-Generation Clipper® (C2) Request for Proposal (RFP) for Industry Review

Update on the C2 System Integrator RFP for Industry Review.

Action: Information

Presenter: Jason Weinstein

Attachments: [4c_C2 RFP for Industry Review.pdf](#)
[4c_Handout-Comment for March 20 Clipper executive board meeting.pdf](#)

Adina Levin of Friends of Caltrain / Around the Bay Coalition spoke on this item.

5. Executive Director’s Report – Kuester

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be April 17, 2017, 3:30 p.m. in the BART Board Room, 3rd Floor, 344 20th Street, Oakland, CA.