



# Metropolitan Transportation Commission

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

## Meeting Minutes - Final

### Operations Committee

**Committee Members:**

*Dave Cortese, Chair      Damon Connolly, Vice Chair*

*Anne W. Halsted, Sam Liccardo, Jake Mackenzie,  
David Rabbitt, Warren Slocum, James P. Spering*

*Non-Voting Members: Dorene M. Giacopini and Janea Jackson*

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Friday, May 10, 2019

9:00 AM

Board Room - 1st Floor

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#### 1. Roll Call / Confirm Quorum

##### Rollcall

**Present:** 4 - Vice Chair Connolly, Chair Cortese, Commissioner Halsted and Commissioner Mackenzie

**Absent:** 4 - Commissioner Liccardo, Commissioner Rabbitt, Commissioner Slocum and Commissioner Spering

Non-Voting Members Present: Commissioner Giacopini and Commissioner Jackson

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

Ad Hoc Non-Voting Members Present: Commissioner Bruins, Commissioner Josefowitz,  
Commissioner Papan, and Commissioner Worth.

Commissioner Chair Haggerty was deputized and served as a voting member of the Committee.

#### 2. Pledge of Allegiance

#### 3. Compensation Announcement - Clerk of the Committee

#### 4. Consent Calendar

Approval of the Consent Calendar

**Upon the motion by Haggerty and second by Commissioner Mackenzie, the  
Consent Calendar, other than Agenda Item 4c, was unanimously approved by the  
following vote:**

**Aye:** 6 - Vice Chair Connolly, Chair Cortese, Commissioner Halsted, Commissioner Mackenzie, Commissioner Rabbitt and Haggerty

**Absent:** 3 - Commissioner Liccardo, Commissioner Slocum and Commissioner Spering

- 4a. [19-0366](#) Minutes of the April 12, 2019 Meeting  
**Action:** Committee Approval  
**Attachments:** [4a OPS Minutes Apr 2019.pdf](#)
- 4b. [19-0261](#) Contract Amendments - Freeway Service Patrol (FSP) Beat 12 Ken Betts, Inc. DBA Ken Betts Towing Service (\$560,000), and Beat 32 Campbell Collision Center Inc. DBA Bob's Towing Service (\$510,000)  
**Action:** Committee Approval  
**Presenter:** Giovanni DiFabio  
**Attachments:** [4b FSP Amendments.pdf](#)
- 4c. [19-0367](#) 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)  
**Action:** Committee Approval  
**Presenter:** Lysa Hale  
**Attachments:** [4c Clipper Customer Research Education.pdf](#)
- 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 deferred to a future meeting.
- 4d. [19-0369](#) Contract Actions - In-person Clipper® Customer Service Center Amendments  
i. Contract Amendment - Clipper Customer Service Center Operations at Embarcadero Bay Area Rapid Transit Station: Faneuil, Inc. (Faneuil) (\$415,000);  
ii. Contract Amendment - Clipper Customer Service Center Operations at the San Francisco Ferry Building: Nematode Holdings, LLC (Nematode) (\$300,000); and  
iii. Funding Agreement Amendment - Clipper Customer Service Center Operations at Alameda-Contra Costa Transit District Headquarters (AC Transit): AC Transit (\$250,000)  
**Action:** Committee Approval  
**Presenter:** Lysa Hale  
**Attachments:** [4d Clipper Customer Service Ctrs.pdf](#)

## 5. Information

### 5a. [19-0265](#) Bike Share Update and Expansion Efforts

Update on bike share with a focus on the Bay Area bike share program operated by Bay Area Motivate, Inc. (Motivate), under contracts with MTC and the participating cities of Berkeley, Emeryville, Oakland, San Francisco and San Jose.

**Action:** Information

**Presenter:** Kara Oberg

**Attachments:** [5a\\_Ford GoBike Update\\_May 2019\\_REV.pdf](#)

Committee Chair Cortese requested staff to report in the future on issues related to the length and delegation of approval of long-term contracts.

Paulo Cosulich-Schwartz of Lyft, Inc. was called to speak.

## 6. Public Comment / Other Business

## 7. Adjournment / Next Meeting

**The next meeting of the Operations Committee will be Friday, June 14, 2019 at 9:00 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA.**