



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

Meeting Agenda

Clipper Executive Board

Robert Powers, Chair

April Chan, Vice Chair

Monday, May 20, 2024

1:00 PM

Board Room - 1st Floor

The Clipper Executive Board is scheduled to meet at 1:00 p.m.

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building. The meeting webcast will be available at <https://mtc.ca.gov/whats-happening/meetings/live-webcasts>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

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/81296282668>
iPhone One-Tap: +16699006833,,81296282668# US (San Jose)
+14086380968,,81296282668# US (San Jose)

Join by Telephone (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID: 812 9628 2668

International numbers available: <https://bayareametro.zoom.us/j/81296282668>
Detailed instructions on participating via Zoom are available at:
<https://bayareametro.zoom.us/j/81296282668>
<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 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.

Clerk: Wally Charles

Roster**Robert Powers, Chair; April Chan, Vice Chair****Members: Eddy Cumins, Andrew B. Fremier, Carolyn M. Gonot, Michael Hursh, Denis Mulligan,
Jeffrey Tumlin, and Christy Wegener.****1. Call to Order / Roll Call / Confirm Quorum***A quorum of the Board shall be a majority of its voting members (5).***2. Consent Calendar****2a.** [24-0400](#) Minutes of the March 25, 2024 Meeting**Action:** Approval**Attachments:** [2a 24-0400 Minutes of the March 25, 2024 Meeting](#)**2b.** [24-0631](#) Clipper® Purchase Order - Network Services: AT&T (\$300,000)

Request for approval of a Purchase Order for Clipper Network Services for Fiscal Year 2024-2025: AT&T (\$300,000)

Action: Approval**Presenter:** Sarah Doggett, MTC**Attachments:** [2b 24-0631 CEB Memo for Purchase Order AT&T Network](#)**3. Approval****3a.** [24-0530](#) Clipper® Unregistered Inactive Funds Disbursement (\$2,700,000)

Request for the Board to give its approval of a disbursement of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account toward application of Clipper program operating expenses -- in this specific instance, \$2,700,000 for inclusion in the FY 24/25 Clipper Operating Budget.

Action: Approval**Presenter:** David Weir, MTC**Attachments:** [3a 24-0530 Clipper® Unregistered Inactive Funds Disbursement](#)

- 3b.** [24-0529](#) Clipper® Two Year Budget and Work Plan
- The Clipper budget and work plan for Fiscal Years (FYs) 2024-25 and 2025-26 for the Executive Board's review and Approval
- Action:** Approval
- Presenter:** Edward Meng, MTC
- Attachments:** [3b 24-0529 Clipper Two Year Budget](#)
[3bi 24-0529 Operating Revenue and Budget](#)
[3bii 24-0529 Capital Revenue and Budget](#)
- 3c.** [24-0528](#) Clipper® Customer Education and Outreach Contract Actions: i. Contract Amendment - MIG, Inc. (MIG) (\$3,600,000); ii. Contract Amendment - Caribou Public Relations, Inc. (Caribou) (\$400,000)
- Request for approval of the listed consultant contract actions to add \$3,600,000 to the MIG contract to provide customer education support to the Next-Generation Clipper program and advertising for the Clipper START program; and \$400,000 to the Caribou contract to provide Clipper START outreach assistance.
- Action:** Approval
- Presenter:** Lysa Hale, MTC
- Attachments:** [3c 24-0528 Contract Amendment for MIG and Caribou PR](#)
- 3d.** [24-0531](#) Clipper® Technical Consultant Contract Actions: i. Contract Amendment - Arcadis, a California partnership (Arcadis) (\$1,200,000); ii. Contract Amendment - Invoke Technologies, Inc. (Invoke) (\$250,000); iii. Contract Amendment - ARC Alternatives (\$200,000)
- Request for approval of the listed technical consultant contract actions to add \$1,200,000 to the Arcadis contract to provide technical advice to MTC and the transit operators during the design, testing, installation, and implementation of the Next Generation Clipper (C2) System; \$250,000 to the Invoke contract for program management support services; and \$200,000 to the ARC Alternatives contract for budgetary and administrative assistance.
- Action:** Approval
- Presenter:** Edward Meng, MTC
- Attachments:** [3d 24-0531 Technical Consultant Contract Actions](#)

- 3e.** [24-0532](#) Clipper® In-Person Customer Service Centers Contract Actions: i. Contract - TTEC Government Solutions, LLC (TTEC) (\$1,725,000); ii. Contract Amendment - Nematode Holdings, LLC (Nematode) (\$315,000); iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (AC Transit) (\$250,000)

Request for approval of the listed In-Person Customer Service Center contract actions:

- i. Contract - TTEC Government Solutions, LLC (TTEC) (\$1,725,000)
- ii. Contract Amendment - Nematode Holdings, LLC (Nematode) (\$315,000)
- iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (AC Transit) (\$250,000)

Action: Approval

Presenter: Alison Edwards, MTC

Attachments: [3e 24-0532 Clipper In-Person Customer Service Centers Contract Actions](#)

4. Information

- 4a.** [24-0402](#) Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2).

Action: Information

Presenter: Jason Weinstein, MTC

Attachments: [4a 24-0402 Clipper Schedule and Implementation Update](#)
[4ai 24-0402 CEB Status Report 2024-05-20](#)
[4aii 24-0402 Clipper Next Generation Equipment Pilot Installation Pictures](#)

- 4b.** [24-0403](#) Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance

Action: Information

Presenter: Edward Meng, MTC

Attachments: [4b 24-0403 Current Clipper Operations and Performance Update](#)

5. Acting Executive Director's Report- Weinstein

6. Public Comment / Other Business

*Board 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.*

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held on Monday, June 24, 2024, 1:30 p.m. at BART Board Room, 2150 Webster Street, 1st Floor, Oakland, CA 94612, 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) 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.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0400 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 3/7/2024 **In control:** Clipper Executive Board
On agenda: 5/20/2024 **Final action:**
Title: Minutes of the March 25, 2024 Meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a 24-0400 Minutes of the March 25, 2024 Meeting](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:
Minutes of the March 25, 2024 Meeting

Recommended Action:
Approval

Attachments:



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

Meeting Minutes - Draft

Clipper Executive Board

Robert Powers, Chair

April Chan, Vice Chair

Monday, March 25, 2024

1:30 PM

Board Room -1st Floor

The Clipper Executive Board is scheduled to meet at 1:30 p.m.

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building. The meeting webcast will be available at <https://mtc.ca.gov/whats-happening/meetings/live-webcasts>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

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/84196024621>
iPhone One-Tap: US: +16699006833,,84196024621# US (San Jose)
+14086380968,,84196024621# US (San Jose)

Join by Telephone (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID: 841 9602 4621

International numbers available: <https://bayareametro.zoom.us/j/84196024621>
Detailed instructions on participating via Zoom are available at:
<https://bayareametro.zoom.us/j/84196024621>
<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 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.

Clerk: Wally Charles

Roster

Robert Powers, Chair; April Chan, Vice Chair

Members: Eddy Cumins, Andrew B. Fremier, Carolyn M. Gonot, Michael Hursh, Denis Mulligan, Jeffrey Tumlin, and Christy Wegener

1. Call to Order / Roll Call / Confirm Quorum

Alix Bockelman acted as a delegate and voting Member of the Board in place of Member Andrew Fremier. Actions and attendance noted below as “Fremier” were taken by Bockelman.

Greg Richardson acted as a delegate and voting Member of the Board in place of Member Carolyn Gonot. Actions and attendance noted below as “Gonot” were taken by Richardson.

Present: 9 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Gonot, Board Member Chan, Board Member Fremier, Board Member Cumins, and Board Member Wegener

2. Consent Calendar

Upon the motion by Board Member Mulligan and second by Board Member Wegener, the Consent Calendar was unanimously approved. The motion carried by the following vote:

Aye: 9 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Gonot, Board Member Chan, Board Member Fremier, Board Member Cumins and Board Member Wegener

2a. [24-0216](#) Minutes of the February 26, 2024 Meeting

Action: Board Approval

Attachments: [2a_2024_02_26 Clipper Executive Board Meeting Minutes](#)

3. Information

3a. [24-0219](#) Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2).

Action: Information

Presenter: Kelley Jackson

Attachments: [3a Clipper Schedule and Implementation Update](#)
[3ai Next Generation Clipper Program](#)
[3aii Clipper Next Generation Equipment Pilot Installation Pictures](#)

The following individuals spoke on this Item:
Aleta Dupree, Team Folds; and Adina Levin.

3b. [24-0220](#) Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance

Action: Information

Presenter: Edward Meng

Attachments: [3b Current Clipper Operations and Performance Update](#)
[3bi Clipper Data Clipper Executive Board](#)

The following individuals spoke on this Item:
Aleta Dupree, Team Folds; and Adina Levin.

3c. [24-0367](#) Draft Clipper Two Year Budget and Work Plan

Draft Clipper budget and work plan for Fiscal Years (FY) 2024-2025 and 2025-2026 for Executive Board review and discussion

Action: Information

Presenter: Edward Meng

Attachments: [3c Clipper Two Year Budget](#)
[3ci Operating Revenue and Budget](#)
[3cii Capital Revenue and Budget](#)

The following individuals spoke on this Item:
Aleta Dupree, Team Folds; and Adina Levin, Regional Network Management Customer Advisory Group.

4. Acting Executive Director's Report-Weinstein

5. Public Comment / Other Business

The following individuals spoke on this Item:
Aleta Dupree, Team Folds; and Christine Fitzgerald, Community Advocate -Silicon Valley Independent Living, and serving on several MTC Committees.

6. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held on Monday, April 22, 2024, 1:30 p.m.at BART Board Room, 2150 Webster Street, 1st Floor, Oakland, CA 94612, any changes to the schedule will be duly noticed to the public.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0631 **Version:** 1 **Name:**

Type: Contract **Status:** Consent

File created: 4/25/2024 **In control:** Clipper Executive Board

On agenda: 5/20/2024 **Final action:**

Title: Clipper® Purchase Order - Network Services: AT&T (\$300,000)

Request for approval of a Purchase Order for Clipper Network Services for Fiscal Year 2024-2025: AT&T (\$300,000)

Sponsors:

Indexes:

Code sections:

Attachments: [2b_24-0631_CEB Memo for Purchase Order AT&T Network](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:

Clipper® Purchase Order - Network Services: AT&T (\$300,000)

Request for approval of a Purchase Order for Clipper Network Services for Fiscal Year 2024-2025: AT&T (\$300,000)

Presenter:

Sarah Doggett, MTC

Recommended Action:

Approval

Attachments:

Clipper® Executive Board

May 20, 2024

Agenda Item 2b

Clipper® Purchase Order – Network Services: AT&T (\$300,000)

Subject:

Request for approval of a Purchase Order for Clipper Network Services for Fiscal Year 2024-2025: AT&T (\$300,000).

Background:

AT&T provides network services for the Clipper system that enable connections between card readers, other Clipper devices, data servers, and the Clipper Central System. Per the Clipper Memorandum of Understanding, approximately 95% of this cost is reimbursed by Clipper transit agencies. This Purchase Order would cover network operations during Fiscal Year 2024-2025. Once the transition to C2 is complete, these network services will no longer be needed.

Issues:

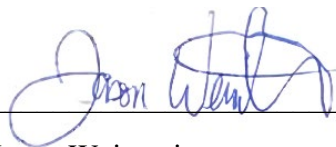
None identified.

Recommendation:

Staff recommends that the Clipper Executive Board approve a Purchase Order with AT&T in an amount not to exceed \$300,000 for the services described above.

Attachments:

None.



Jason Weinstein

Request for Board Approval

Summary of Proposed Purchase Order

Contractor (or “Consultant”): AT&T
Carol Stream, IL

Work Project Title: Clipper® Network Services

Purpose of Project: To provide network services for the Clipper system during FY 2024-2025

Brief Scope of Work: Provision of network services and operations to allow telecommunications connections between Clipper devices, data servers and the central system.

Project Cost Not to Exceed: \$300,000

Funding Source: Participating Operator funds, STP, CMAQ, STA, STP Exchange, Regional Measure 2 Operating funds, CARES Act funds, Inactive Card funds, Float Account Interest

Fiscal Impact: Approximately 95% of the funding will be provided by the participating transit operators. Additional funding is included in the MTC Fiscal Year 2024-25 budget.

Motion by Board: That a Purchase Order with AT&T for the purposes described above and in the Clipper Executive Director’s summary sheet dated May 20, 2024 is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: May 20, 2024



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0530 **Version:** 1 **Name:**

Type: Action Item **Status:** Committee Approval

File created: 4/2/2024 **In control:** Clipper Executive Board

On agenda: 5/20/2024 **Final action:**

Title: Clipper® Unregistered Inactive Funds Disbursement (\$2,700,000)

Request for the Board to give its approval of a disbursement of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account toward application of Clipper program operating expenses -- in this specific instance, \$2,700,000 for inclusion in the FY 24/25 Clipper Operating Budget.

Sponsors:

Indexes:

Code sections:

Attachments: [3a_24-0530_Clipper® Unregistered Inactive Funds Disbursement](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:

Clipper® Unregistered Inactive Funds Disbursement (\$2,700,000)

Request for the Board to give its approval of a disbursement of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account toward application of Clipper program operating expenses -- in this specific instance, \$2,700,000 for inclusion in the FY 24/25 Clipper Operating Budget.

Presenter:

David Weir, MTC

Recommended Action:

Approval

Attachments:

Clipper® Executive Board

May 20, 2024

Agenda Item 3a

Clipper® Unregistered Inactive Funds Disbursement (\$2,700,000)

Subject:

Request for the Board to give its approval of a disbursement of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account toward application of Clipper program operating expenses -- in this specific instance, \$2,700,000 for inclusion in the FY 24/25 Clipper Operating Budget.

Background:

The Clipper Cardholder Agreement defines “Inactive Funds” as funds on a card, whether registered or unregistered, which have not been used for at least the past three years. Inactive Funds, like all money paid by customers to load cash value onto their Clipper cards, are held in the Clipper Float Account until that cash value is used to ride transit.

Following approvals by the Board, four prior distributions from the Clipper Float Account of money representing Inactive Funds on unregistered cards -- totaling nearly \$11.1M – have occurred between 2018 and 2023. (Each time 10% was held back as a reserve to cover any renewed card activity; history has shown 10% to be a more than adequate reserve percentage.) In accordance with Board direction, these distributions have not impacted cardholders’ use of their Clipper cards; the full unused balance on a cardholder’s card remains available to them regardless of how long the card goes unused.

Cubic has informed staff that the balances on unregistered Clipper cards not used in the 36-month period March 2021 through February 2024 total over \$29.9M. Staff have submitted for consideration and approval by this Board a Clipper Operating Budget for FY 24/25 that includes the equivalent of only \$2.7M of that \$29.9M for use toward Clipper’s operating expenses. Staff is making this separate request for Board action to agree with the removal of that \$2.7M from the Clipper Float Account so that the funds are made available; as stated just above in this memo, the removal of this amount from the Clipper Float Account will not impact any Clipper cardholder.

Issues:

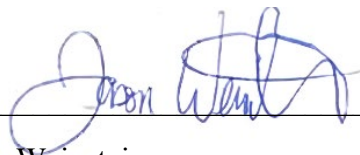
The disbursement recommended below is subject to the MTC Regional Network Management Committee approving the distribution of funds from the Clipper Float Account to the MTC budget for FY 24/25.

Recommendation:

Staff recommends the Board approve of the disbursement from the Clipper Float Account of \$2,700,000, to be available for inclusion in the FY 2024-25 Clipper Operating Budget, as that budget has been submitted for approval at this Board meeting.

Attachments:

None.



Jason Weinstein



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0529 **Version:** 1 **Name:**

Type: Action Item **Status:** Committee Approval

File created: 4/2/2024 **In control:** Clipper Executive Board

On agenda: 5/20/2024 **Final action:**

Title: Clipper® Two Year Budget and Work Plan

The Clipper budget and work plan for Fiscal Years (FYs) 2024-25 and 2025-26 for the Executive Board's review and Approval

Sponsors:

Indexes:

Code sections:

Attachments: [3b 24-0529 Clipper Two Year Budget](#)
[3bi 24-0529 Operating Revenue and Budget](#)
[3bii 24-0529 Capital Revenue and Budget](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:

Clipper® Two Year Budget and Work Plan

The Clipper budget and work plan for Fiscal Years (FYs) 2024-25 and 2025-26 for the Executive Board's review and Approval

Presenter:

Edward Meng, MTC

Recommended Action:

Approval

Attachments:

Clipper® Executive Board

May 20, 2024

Agenda Item 3b

Clipper® Two Year Budget and Work Plan

Subject:

The Clipper budget and work plan for Fiscal Years (FYs) 2024-25 and 2025-26 for the Executive Board's review and approval.

Background:

Under the Memorandum of Understanding, the Executive Board reviews and adopts a biennial Clipper budget. The budget is intended to provide an understanding of the scope and size of major expense categories, proposed funding plan, and overall summary of Clipper program work elements. The budget is updated annually and includes both current Clipper system and next-generation Clipper system costs, as well as costs to operate, maintain, and implement the overall Clipper program, including staffing, customer education and marketing, and estimated costs from other next-generation Clipper procurements.

Attached for your approval are the Clipper Operating Budget (Attachment A) and the Clipper Capital Budget (Attachment B) with FYs 2024-25 and 2025-26 bordered in red, along with estimated projections of both the Operating and Capital Budget five years from the current FY to FY 2028-29. Staff discussed details of the Draft Clipper Two-Year Operating and Capital Budget at the Board's March 2024 meeting and at the Board's request, staff will discuss both the two-year budget requested for approval and the FY22-23 and FY23-24 approved operating budgets compared to actual (FY22-23) and projected (FY23-24) operating costs incurred by the program. MTC has presented and shared the Clipper budget with transit agency staff, who have indicated support for the item.

Highlights of the Clipper Draft Two Year **Operating** Budget include:

1. An assumption that full parallel operations of the C1 card-based system and the C2 account-based system must be supported during the entire Fiscal Year 24-25 (July 2024 to June 2025) with a cessation of C1 operations in June 2025, and the termination of the C1 contract thereafter;
2. Assumptions of major account-based milestones are conservative based on recent Cubic project schedule submissions;

3. The inclusion of \$6.5M in Low Carbon Transit Operation Program (LCTOP) funding from the State's Cap and Trade program to support the account-based system as the primary platform to delivering benefits and discounts to transit riders, including Clipper START, reduced and no-cost inter-operator transfers, fare-capping and accumulators, and other public-facing benefits;
4. The inclusion of \$2.4M in Senate Bill 1 State of Good Repair funds to support start-up operational costs; and
5. The inclusion of \$2.7M in Inactive Card Funds as an unrestricted program fund source to ensure that expected operating costs can be accounted for. Clipper staff will also be requesting approval for the use of these funds as an operating fund source at the Board's May 2024 meeting.

Highlights of the Clipper Draft Two Year **Capital** Budget include:

1. A continuation of the capital work required to design, test, and ultimately rollout the account-based program, with cost of the system staying consistent but with payment milestones noted in the fiscal years that the Contractor is expected to achieve these milestones based on its last schedule submittal;
2. Capital expenses associated with the other C2 contractors, including Customer Service Center, Fare Media, and Payment Services contracts, as well as estimates of technical consultant support;
3. The full inclusion of Regional Measure 3 (RM3) funds, which completed the final funding gaps for the System Integrator contract;
4. An assumption that Senate Bill 1 State of Good Repair capital funds will not be available to the Clipper program in the long-term; and
5. General estimates of capital expenses, change orders, amendments, and other currently unknown costs after the System Completion milestone has been achieved.

Overall, Clipper staff, in coordination with MTC's Funding, Program, and Policy section, have been maintaining both the Clipper Operating and Capital budget, as the capital and development work continued and the Clipper system remained active during the pandemic, and unexpected costs have been limited. The program outlook is stable over the next several fiscal years. As

mentioned in the highlights of the Operating budget above, our operating costs are conservatively estimated based on previously approved project schedules. Any delays in project delivery later than the above assumptions will result in lower actual operating costs for both MTC and transit operators in FY2024-25. In Agenda Item 4a of this packet, Clipper staff is prepared to update the Board on the latest developments with the account-based project delivery schedule.

MTC and transit operator staff will continue to work together to update the Operating and Capital budgets and will also plan to update the Board six months after the approval of the Clipper Budgets on how expected costs align with actual costs in the current fiscal year.

Issues:

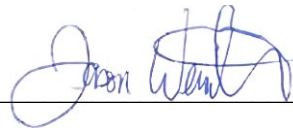
None identified.

Recommendations:

Clipper staff recommend that the Clipper Executive Board approve the Clipper Two Year Operating and Capital Budgets for FY 2024-25 and FY 2025-26.

Attachments:

- Attachment A: Clipper Operating Budget – May 6, 2024
- Attachment B: Clipper Capital Budget – May 6, 2024



Jason Weinstein

CLIPPER® OPERATING BUDGET - MAY 6, 2024

Item No.	Descriptions	Current FY 23/24 (\$M)	FY 24/25 (\$M)	FY 25/26 (\$M)	FY 26/27 (\$M)	FY 27/28 (\$M)	FY 28/29 (\$M)	5 YEAR TOTAL - FY 24/25 - 28/29 (\$M)
MTC Operating Costs								
1	MTC Staff - Current Clipper Operating	0.8	0.3	0.0	0.0	0.0	0.0	0.3
2	MTC Staff - Next Gen Clipper Operating	1.3	2.4	2.8	3.0	3.1	3.3	14.6
3	Current Clipper Operating Costs - MTC	14.7	12.0	0.0	0.0	0.0	1.0	13.0
4	Next Gen Clipper SI Operating Costs - MTC	2.0	8.7	9.6	9.9	10.2	10.5	48.9
5	Next Gen Clipper CSC Operating Costs - MTC	0.0	2.1	2.2	2.2	2.3	2.4	11.1
6	Next Gen Clipper Fare Media Operating Costs - MTC	0.0	1.3	1.3	1.3	1.4	1.4	6.6
7	Mobile App Fees - MTC	1.5	1.5	1.0	1.0	2.0	3.0	8.5
8	Clipper Operations - Misc.	0.6	0.7	0.7	0.7	0.8	0.8	3.6
9	In Person Customer Service Centers	1.1	1.2	1.2	1.3	1.3	1.4	6.4
10	Customer Education Program	2.6	2.8	2.0	2.1	2.2	2.3	11.4
11	<i>Subtotal MTC expenses</i>	24.6	32.9	20.8	21.5	23.3	26.1	124.5
Transit Agency Operating Costs								
12	Current Clipper Operating Costs - Transit Agencies	15.9	14.2	0.0	0.0	1.0	2.0	17.2
13	Next Gen Clipper SI Operating Costs - Transit Agencies	2.0	8.7	9.6	9.9	10.2	10.5	48.9
14	Next Gen Clipper CSC Operating Costs - Transit Agencies	0.0	2.1	2.2	2.2	2.3	2.4	11.1
15	Next Gen Clipper Payment Services Operating Costs -Transit Agencies	0.0	3.5	3.6	3.7	3.8	3.9	18.6
16	Retail Commissions	0.6	0.6	0.6	0.7	0.7	0.7	3.3
17	RTC Program	0.6	0.8	0.8	0.8	0.8	0.8	4.0
18	<i>Subtotal Transit Agency expenses</i>	19.1	29.9	16.8	17.3	18.8	20.4	103.2
19	Total Operating Costs (Rows 11 + 18)	43.7	62.8	37.5	38.8	42.1	46.5	227.7
Operating Revenues								
20	Transit Agency Revenue	19.1	29.9	16.8	17.3	18.8	20.4	103.2
21	Total STA Revenues	7.7	7.8	8.0	8.0	8.0	8.0	39.8
22	Regional Measure 2 (RM2) ¹	6.3	4.4	4.8	4.8	4.8	4.8	23.6
23	Low Carbon Transit Operations Program (LCTOP)	6.1	6.5	6.8	0.0	0.0	0.0	13.3
24	State of Good Repair (SB1) ²	5.0	2.4	0.0	0.0	0.0	0.0	2.4
25	Card and Fare Media Fees	2.8	1.3	1.3	1.3	1.4	1.4	6.6
26	Inactive Card Funds	0.0	2.7	0.0	0.0	0.0	0.0	2.7
Total Operating Revenue		47.0	55.0	37.6	31.4	33.0	34.6	88.4
27	Prior Year Carry Forward	4.8						
28	Net Operating Budget	8.1	0.2	0.4	(7.0)	(16.2)	(28.1)	

¹ Contingent upon availability and MTC Commission Approval

² Used for Next-Gen Clipper Operating Startup Costs

CLIPPER® CAPITAL BUDGET - MAY 6, 2024

Item No.	Description	Current FY 23/24 (\$M)	FY 24/25 (\$M)	FY 25/26 (\$M)	FY 26/27 (\$M)	FY 27/28 (\$M)	FY 28/29 (\$M)	5 YEAR TOTAL - FY 24/25 - 28/29 (\$M)
Capital Costs								
1	MTC Staff	\$3.6	\$3.7	\$3.9	\$4.1	\$4.3	\$4.6	\$20.7
2	Current Clipper Cards & Fare Media	\$0.0	\$1.0	\$0.0	\$0.0	\$0.0	\$0.0	\$1.0
3	Next Gen Clipper Cards & Fare Media	\$3.0	\$3.4	\$2.0	\$1.0	\$1.0	\$1.0	\$8.4
4	Consultants	\$2.3	\$2.3	\$1.5	\$1.5	\$1.5	\$1.5	\$8.3
5	System Integrator Contract	\$30.2	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
6	TR4 Integration and Open Payment Deployment	\$1.4	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
7	Next Gen Clipper Equipment	\$22.9	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
8	Operator Paratransit Integration	\$0.0	\$2.0	\$0.0	\$0.0	\$0.0	\$0.0	\$2.0
9	Customer Service Center / Fare Media	\$6.8	\$0.0	\$1.0	\$1.0	\$1.0	\$1.0	\$4.0
10	RTC and Clipper START Enhancements and Support	\$1.6	\$1.0	\$0.0	\$0.0	\$0.0	\$0.0	\$1.0
11	System Enhancements and Infrastructure Replacement	\$1.0	\$3.0	\$5.0	\$5.0	\$5.0	\$5.0	\$23.0
12	Total Expenses	\$72.7	\$16.4	\$13.4	\$12.6	\$12.8	\$13.1	\$68.4
Capital Revenue								
13	RM3	\$30.4	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
14	SGR	\$11.5	\$7.4	\$0.0	\$0.0	\$0.0	\$0.0	\$7.4
15	Fare Media and Card Fee Revenue	\$6.3	\$1.0	\$1.0	\$1.0	\$1.0	\$1.0	\$5.0
16	STA	\$2.2	\$2.0	\$0.0	\$0.0	\$0.0	\$0.0	\$2.0
17	Total Annual Revenue	\$50.4	\$10.4	\$1.0	\$1.0	\$1.0	\$1.0	\$14.4
18	Capital Carry Forward (prior years)	\$59.8						
19	Net Surplus / Deficit	\$37.5	\$31.4	\$19.0	\$7.4	(\$4.5)	(\$16.5)	



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0528 **Version:** 1 **Name:**

Type: Action Item **Status:** Committee Approval

File created: 4/2/2024 **In control:** Clipper Executive Board

On agenda: 5/20/2024 **Final action:**

Title: Clipper® Customer Education and Outreach Contract Actions: i. Contract Amendment - MIG, Inc. (MIG) (\$3,600,000); ii. Contract Amendment - Caribou Public Relations, Inc. (Caribou) (\$400,000)

Request for approval of the listed consultant contract actions to add \$3,600,000 to the MIG contract to provide customer education support to the Next-Generation Clipper program and advertising for the Clipper START program; and \$400,000 to the Caribou contract to provide Clipper START outreach assistance.

Sponsors:

Indexes:

Code sections:

Attachments: [3c_24-0528_Contract Amendment for MIG and Caribou PR](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:

Clipper® Customer Education and Outreach Contract Actions: i. Contract Amendment - MIG, Inc. (MIG) (\$3,600,000); ii. Contract Amendment - Caribou Public Relations, Inc. (Caribou) (\$400,000)

Request for approval of the listed consultant contract actions to add \$3,600,000 to the MIG contract to provide customer education support to the Next-Generation Clipper program and advertising for the Clipper START program; and \$400,000 to the Caribou contract to provide Clipper START outreach assistance.

Presenter:

Lysa Hale, MTC

Recommended Action:

Approval

Attachments:

Clipper® Executive Board

May 20, 2024

Agenda Item 3c

Clipper® Customer Education and Outreach Contract Actions: i. Contract Amendment – Moore Iacofano Goltsman, Inc. (MIG) (\$3,600,000); ii. Contract Amendment – Caribou Public Relations, Inc. (Caribou) (\$400,000)

Subject:

Request for approval of the listed consultant contract actions to add \$3,600,000 to the MIG contract to provide customer education support to the Next-Generation Clipper program and advertising for the Clipper START program; and \$400,000 to the Caribou contract to provide Clipper START outreach assistance.

Background:

MTC annually contracts with a customer education firm to produce materials, manage the Clipper website, produce signage, manage Clipper social media, conduct ambassador outreach and conduct customer research. MIG also plans, develops and implements customer education and marketing for both Clipper in general and the Clipper START program, among other tasks. The current contract for this work is expiring June 30, 2024.

For the coming fiscal year, in addition to regular ongoing tasks, we anticipate the following specific tasks for the customer education contractor:

- Development and implementation of new web content, emails, social media and advertising to educate current customers about the changes in Clipper with the Next Generation System
- Development and distribution of training materials for the operator marketing and customer service staff to remind them of changes in Clipper (this can be extended to other staff as well)
- Development and distribution of customer education materials, presentation of information about the next-generation Clipper system, and conducting surveys, focus groups and other research.

In addition, the contractor will be conducting all advertising for the Clipper START program, including developing creative, purchasing media and placing ads through a variety of methods. This work will be based on the recently completed equity and effectiveness review.

In 2022, MTC selected MIG, Inc. through a mini procurement process for a new contractor after issuing a Request for Proposals to nine firms who had qualified for MTC’s Consultant Bench: 2020 Electronic Payments Consultant Assistance – Cycle 1. Their contract was approved by the Clipper Executive Board and MTC’s Operations Committee.

Clipper also contracts with a firm to conduct community-based outreach in support of the Clipper® START means-based transit fare discount program. Since May 2023, the contractor serving in this capacity has been Caribou Public Relations, Inc. (Caribou). This contract is set to expire June 30, 2024, but may be extended for up to two years.

For fiscal year 2024-25, we anticipate the following specific tasks for the outreach contractor:

- Contact community-based organizations (CBOs) to schedule participation in existing events or schedule special Clipper START-specific events to educate participants about the program and how to apply.
- Post flyers and posters about Clipper START in public places such as grocery stores, laundromats and other locations in equity priority communities. At the same time, distribute brochures to libraries for distribution.
- Subcontract with up to 10 community-based organizations to have them conduct targeted outreach to their service populations. Clipper piloted this approach in FY 2022-23 with Roots Community Health Center, added nine CBOs in FY 2023-24 and would like to expand this effort based on recommendations in the Clipper START evaluation report.

In April 2023, MTC selected Caribou through a direct select process approved by the MTC Executive Director. Caribou is on the Consultant Bench: 2020 Electronic Payments Consultant Assistance – Cycle 1.

Issues:

None identified.

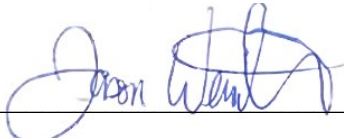
Recommendation:

Staff recommends that the Board approve a contract amendment with MIG, Inc. in an amount not to exceed \$3,600,000 to provide customer education and marketing for Clipper, particularly the Next-Generation Clipper System and the Clipper START program, and to approve a contract

amendment with Caribou Public Relations, Inc. in an amount not to exceed \$400,000 for the purpose of Clipper START outreach as described above.

Attachments:

None.



Jason Weinstein

Request for Board Approval

Summary of Proposed Contract Amendment

Contractor: Moore Iacofano Goltsman, Inc. (MIG)
Berkeley, CA

Work Project Title: Clipper Customer Education and Marketing

Purpose of Project: To provide customer education and marketing for Clipper and associated programs

Brief Scope of Work: Provide advertising, material development, social media management, research, presentations, training and other tasks for the Next Generation Clipper System and Clipper START as needed

Project Cost Not to Exceed: \$3,600,000 (this amendment)
Total contract amount including amendments before this amendment = \$4,900,000
Total contract amount with this amendment = \$8,500,000

Funding Source: SB1 State of Good Repair, Clipper Card Fee Account, Clipper Float Account, Clipper Inactive Card Funds, Regional Measure 2 Marketing, Regional Measure 2 Operating, State Transit Assistance, Low Carbon Transit Operations Program

Motion by Board: That a contract amendment with MIG for the purposes described above and in the Clipper Executive Director's summary sheet dated May 20, 2024, is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: May 20, 2024

Request for Board Approval

Summary of Proposed Contract Amendment

Contractor (or “Consultant”): Caribou Public Relations, Inc.
Martinez, CA

Work Project Title: Clipper START Marketing

Purpose of Project: To increase participation in the Clipper START program

Brief Scope of Work: Provide outreach services for the Clipper START program as needed

Project Cost Not to Exceed: \$400,000 (this amendment)
Total contract amount including amendments before this amendment = \$520,000
Total contract amount with this amendment = \$920,000

Funding Source: Low Carbon Transit Operations Program

Fiscal Impact: None

Motion by Board: That a contract amendment with Caribou Public Relations, Inc. for the purposes described above and in the Clipper Executive Director’s summary sheet dated May 20, 2024, is hereby approved by the Clipper Executive Board.

Clipper Executive Board: _____
Robert Powers, Chair

Approved: May 20, 2024



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0531 **Version:** 1 **Name:**

Type: Action Item **Status:** Committee Approval

File created: 4/2/2024 **In control:** Clipper Executive Board

On agenda: 5/20/2024 **Final action:**

Title: Clipper® Technical Consultant Contract Actions: i. Contract Amendment - Arcadis, a California partnership (Arcadis) (\$1,200,000); ii. Contract Amendment - Invoke Technologies, Inc. (Invoke) (\$250,000); iii. Contract Amendment - ARC Alternatives (\$200,000)

Request for approval of the listed technical consultant contract actions to add \$1,200,000 to the Arcadis contract to provide technical advice to MTC and the transit operators during the design, testing, installation, and implementation of the Next Generation Clipper (C2) System; \$250,000 to the Invoke contract for program management support services; and \$200,000 to the ARC Alternatives contract for budgetary and administrative assistance.

Sponsors:

Indexes:

Code sections:

Attachments: [3d_24-0531_Technical_Consultant_Contract_Actions](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:

Clipper® Technical Consultant Contract Actions: i. Contract Amendment - Arcadis, a California partnership (Arcadis) (\$1,200,000); ii. Contract Amendment - Invoke Technologies, Inc. (Invoke) (\$250,000); iii. Contract Amendment - ARC Alternatives (\$200,000)

Request for approval of the listed technical consultant contract actions to add \$1,200,000 to the Arcadis contract to provide technical advice to MTC and the transit operators during the design, testing, installation, and implementation of the Next Generation Clipper (C2) System; \$250,000 to the Invoke contract for program management support services; and \$200,000 to the ARC Alternatives contract for budgetary and administrative assistance.

Presenter:

Edward Meng, MTC

Recommended Action:

Approval

Attachments:

Clipper® Executive Board

May 20, 2024

Agenda Item 3d

Technical Consultant Contract Actions: i. Contract Amendment – Arcadis, a California partnership (Arcadis) (\$1,200,000); ii. Contract Amendment – Invoke Technologies, Inc. (Invoke) (\$250,000); iii. Contract Amendment – ARC Alternatives (\$200,000)

Subject:

Request for approval of the listed technical consultant contract actions to add \$1,200,000 to the Arcadis contract to provide technical advice to MTC and the transit operators during the design, testing, installation, and implementation of the Next Generation Clipper (C2) System; \$250,000 to the Invoke contract for program management support services; and \$200,000 to the ARC Alternatives contract for budgetary and administrative assistance.

Background:

- i. Contract Amendment – Arcadis, a California partnership (Arcadis) (\$1,200,000)

In 2015, MTC issued a Request for Proposal for a consultant to advise and help manage the procurement and implementation of the Next Generation Clipper (C2) System and awarded a contract for this work to Arcadis (formerly the IBI Group). The contract initially provided for a contract period through June 2020 with options to extend up to 10 years. The Arcadis contract term was set to allow MTC and the operators the opportunity to evaluate upcoming needs for technical advisor support following critical procurement, system design, and implementation milestones.

The Clipper Executive Board approved amendments to extend the contract period and add funding to the contract in April 2019, June 2021, December 2022, and January 2024. The most recent amendment to the contract was the addition of \$550,000 to provide funds through the end of the current fiscal year, ending June 30, 2024.

The proposed amendment would extend the period of performance to June 30, 2025 and add \$1,200,000 to the contract with Arcadis, whose continued support is required to deliver the C2 System. Specific tasks to be supported by this amendment would include providing technical advice and oversight; supporting management of the System Integrator and Customer Service Center contracts; and overseeing design, testing, and customer transition activities.

i. Contract Amendment – Invoke Technologies, Inc. (Invoke) (\$250,000)

The contract was the result of a direct selection of Invoke from the 2020 Electronic Payments Section Consultant Assistance Bench to provide program management support services for the implementation of the C2 System. The Clipper Executive Board approved the contract in the amount of \$500,000 at its May 17, 2021 meeting and staff subsequently amended the contract on April 1, 2023 (time extension to June 30, 2024) and December 1, 2023 (time extension to June 30, 2025 and addition of \$100,000) using Executive Director Authority. This amendment adds \$250,000 to the contract to enable Invoke to provide ongoing assistance based on its exceptional experience supporting the implementation of contactless fare payment systems, mobile apps and Mobility-as-a-Service platforms for programs such as LA Metro’s TAP and Chicago’s Ventra.

ii. Contract Amendment – ARC Alternatives (\$200,000)

Clipper staff originally contracted ARC Alternatives in 2022 for task order-based work within an original maximum payment of \$200,000 to provide comprehensive technical advice and assistance across various domains within the program. The proposed amendment would add an additional \$200,000 to the ARC Alternatives contract for their continued work.

Issues:

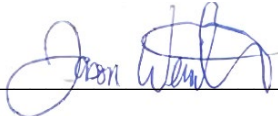
None identified.

Recommendation:

Staff recommends that the Clipper Executive Board approve a contract amendment for Arcadis in an amount not to exceed \$1,200,000; a contract amendment for Invoke in an amount not to exceed \$250,000; and a contract amendment for ARC Alternatives in an amount not to exceed \$200,000 to provide consultant and technical advisory support, as described above.

Attachments:

None.



Jason Weinstein

Request for Board Approval

Summary of Proposed Contract Amendment

Contractor (or “Consultant”): Arcadis, A California Partnership
Seattle, WA

Work Project Title: Next Generation Clipper System Consultant Support

Purpose of Project: Provide technical support, advice and management services to support delivery of the Next Generation Clipper System.

Brief Scope of Work: Provide technical advice services through June 2025

Project Cost Not to Exceed: \$1,200,000 (this amendment)

Total contract amount including amendments before this amendment =
\$12,450,000

Total contract amount with this amendment = \$13,650,000

Funding Source: FTA, FHWA, OBAG 1 & 2, STP, CMAQ, TCP, RM2 Capital, RM3, and SGR (State of Good Repair)

Fiscal Impact: Funds dependent on the approval of the FY 2024-25 MTC agency budget

Motion by Board: That a contract amendment with Arcadis for the purposes described above and in the Clipper Executive Director’s summary sheet dated May 20, 2024 is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: May 20, 2024

Request for Board Approval

Summary of Proposed Contract Amendment

Contractor (or “Consultant”):	Invoke Technologies, Inc. (Invoke) Del Mar, CA
Work Project Title:	Consultant services for the implementation of the Next Generation Clipper® (C2) System
Purpose of Project:	Program management, technical, strategic and long-range planning in support of the implementation of C2
Brief Scope of Work:	Provide consultant services for program management, planning, operational monitoring and reporting, and technology oversight
Project Cost Not to Exceed:	\$250,000 (this amendment) Total contract amount including amendments before this amendment = \$600,000 Total contract amount with this amendment = \$850,000
Funding Source:	FTA, FHWA, OBAG 1 & 2, STP, CMAQ, TCP, RM2 Capital, RM3, and SGR (State of Good Repair)
Fiscal Impact:	Funds dependent on the approval of the FY 2024-25 MTC agency budget
Motion by Board:	That a contract amendment with Invoke, for the purposes described above and in the Clipper Executive Director’s summary sheet dated May 20, 2024, is hereby approved by the Clipper Executive Board subject to the adoption of the FY 2024-25 MTC agency budget.
Clipper Executive Board:	<hr/> Robert Powers, Chair
Approved:	May 20, 2024

Request for Board Approval

Summary of Proposed Contract Amendment

Contractor (or “Consultant”): ARC Alternatives
San Francisco, CA

Work Project Title: Next Generation Clipper System Consultant Support

Purpose of Project: Provide technical support, advice, and management services to support delivery of the Next Generation Clipper System

Brief Scope of Work: Provide technical advice services

Project Cost Not to Exceed: \$200,000 (this amendment)

Total contract amount including amendments before this amendment = \$200,000

Total contract amount with this amendment = \$400,000

Funding Source: FTA, FHWA, OBAG 1 & 2, STP, CMAQ, TCP, RM2 Capital, RM3, and SGR (State of Good Repair)

Fiscal Impact: Funds dependent on the approval of the FY 2024-25 MTC agency budget

Motion by Board: That a contract amendment with ARC Alternatives for the purposes described above and in the Clipper Executive Director’s summary sheet dated May 20, 2024 is hereby approved by the Clipper Executive Board.

Clipper Executive Board: _____
Robert Powers, Chair

Approved: May 20, 2024



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0532 **Version:** 1 **Name:**

Type: Action Item **Status:** Committee Approval

File created: 4/2/2024 **In control:** Clipper Executive Board

On agenda: 5/20/2024 **Final action:**

Title: Clipper® In-Person Customer Service Centers Contract Actions: i. Contract - TTEC Government Solutions, LLC (TTEC) (\$1,725,000); ii. Contract Amendment - Nematode Holdings, LLC (Nematode) (\$315,000); iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (AC Transit) (\$250,000)

Request for approval of the listed In-Person Customer Service Center contract actions:

- i. Contract - TTEC Government Solutions, LLC (TTEC) (\$1,725,000)
- ii. Contract Amendment - Nematode Holdings, LLC (Nematode) (\$315,000)
- iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (AC Transit) (\$250,000)

Sponsors:

Indexes:

Code sections:

Attachments: [3e 24-0532 Clipper In-Person Customer Service Centers Contract Actions](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:

Clipper® In-Person Customer Service Centers Contract Actions: i. Contract - TTEC Government Solutions, LLC (TTEC) (\$1,725,000); ii. Contract Amendment - Nematode Holdings, LLC (Nematode) (\$315,000); iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (AC Transit) (\$250,000)

Request for approval of the listed In-Person Customer Service Center contract actions:

- i. Contract - TTEC Government Solutions, LLC (TTEC) (\$1,725,000)
- ii. Contract Amendment - Nematode Holdings, LLC (Nematode) (\$315,000)
- iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (AC Transit) (\$250,000)

Presenter:

Alison Edwards, MTC

Recommended Action:

Approval

Attachments:

Clipper® Executive Board

May 20, 2024

Agenda Item 3e

Clipper® In-Person Customer Service Centers Contract Actions: i. Contract – TTEC Government Solutions, LLC (TTEC) (\$1,725,000); ii. Contract Amendment – Nematode Holdings, LLC (Nematode) (\$315,000); iii. Funding Agreement Amendment – Alameda-Contra Costa Transit District (AC Transit) (\$250,000)

Subject:

Request for approval of the listed In-Person Customer Service Center contract actions:

- i. Contract – TTEC Government Solutions, LLC (TTEC) (\$1,725,000)
- ii. Contract Amendment – Nematode Holdings, LLC (Nematode) (\$315,000)
- iii. Funding Agreement Amendment – Alameda-Contra Costa Transit District (AC Transit) (\$250,000)

Background:

The Clipper program funds in-person customer service centers at two San Francisco locations and AC Transit's Oakland headquarters. In addition to issuing new Senior, Youth and adult Clipper cards and selling value, these service centers replace lost and damaged cards, accept cash payment for card replacement fees, distribute Clipper START materials, and provide information about how customers can obtain and use Clipper mobile cards. Historically, items pertaining to in-person customer service activities have been presented to this board together under one memo.

- i. **Contract – Clipper In-Person Customer Service Center at Embarcadero BART/Muni Metro Station: TTEC Government Solutions, LLC (\$1,725,000)**

One of the San Francisco Clipper in-person customer service centers is pivotally located in the Embarcadero BART/Muni Metro station and serves between 2500 and 3000 customers a month. The current contract with TTEC expires on June 30, 2024, and Clipper staff began a procurement for a new contract by issuing a Request for Proposals on January 22, 2024. Proposals were due February 26, 2024, and we received one proposal from TTEC. The evaluation panel was made up of both MTC staff and transit agency staff who evaluated the proposal based on Qualifications and Team Experience (30%), Work Plan and Approach (25%), Cost Effectiveness

(10%), Price (30%), Presentation (5%), and status as a Small Business Enterprise. The evaluation panel are recommending that the contract be awarded to TTEC. TTEC's proposal demonstrated strengths in all the evaluated criteria. The contract term is for a period of three years through June 30, 2027, with the option to extend for an additional 5 years in increments of MTC's choosing.

Issues:

None identified.

ii. Contract Amendment – Clipper In-Person Customer Services at the Bay Crossings Store (San Francisco Ferry Building): Nematode Holdings, LLC (\$315,000)

Under the proposed contract amendment, Nematode would continue to provide Clipper customer services at its Bay Crossings store, as well as operate and maintain the Real-Time Ferry Departure Flap Sign System, in the Ferry Building. MTC first executed a sole source contract with Nematode in December 2010 to offer Clipper services. In July 2020, MTC executed a new sole source contract with Nematode due to the Bay Crossings store still being the only Ferry Building vendor selling transit value and providing information on behalf of multiple transportation partners. The amendment would extend operations through June 30, 2025.

Issues:

None identified.

iii. Funding Agreement Amendment – Clipper In-Person Customer Service Center at AC Transit Headquarters: AC Transit (\$250,000)

In April 2012, MTC executed a funding agreement with AC Transit to provide expanded Clipper customer services at AC Transit's headquarters in Oakland, walkable to several bus lines and BART's 12th and 19th Street stations. The amendment would extend operations through June 30, 2025.

Issues:

As part of the Next Generation Clipper system, every transit operator will receive a new Customer Service Terminal (CST) device to replace the legacy Ticket Office Terminal (TOT) devices. With its upgraded TOTs, a dedicated workstation that provides access to the Clipper customer database, and specialized training, the AC Transit headquarters is currently one of only

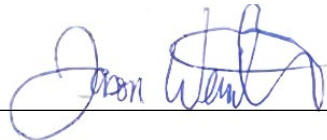
five locations that can provide more extensive Clipper customer services, including card replacement. After all the operators receive their new CSTs and training, we expect that the same suite of services will be available at more than 20 locations throughout the nine-county Bay Area. For this reason, we anticipate that this will be the final amendment to the existing funding agreement and that we will coordinate with AC Transit in the next year on changes to this location, which is currently co-branded as the Clipper Customer Service Center at AC Transit with significant exterior and interior signage promoting Clipper services.

Recommendation:

Staff recommends that the Clipper Executive Board approve a contract with TTEC in an amount not to exceed \$1,725,000, a contract amendment with Nematode in an amount not to exceed \$315,000, and a funding agreement amendment with AC Transit in an amount not to exceed \$250,000, to provide in-person Clipper customer services as described above.

Attachments:

None.



Jason Weinstein

Request for Board Approval

Summary of Proposed Contract

Contractor (or “Consultant”): TTEC Government Solutions, LLC (TTEC)
Greenwood Village, CO

Work Project Title: Clipper In-Person Customer Service Center at Embarcadero
BART/Muni Metro Station

Purpose of Project: Customer Service operations for Clipper customers at the San Francisco
Embarcadero BART/Muni Metro location.

Brief Scope of Work: Issue new Senior, Youth and adult Clipper cards and sell value, replace
lost and damaged cards, accept cash payment for card replacement fees,
distribute Clipper START materials, and provide information about
how customers can obtain and use Clipper mobile cards.

Project Cost Not to Exceed: \$1,725,000

Funding Source: Regional Measure 2 Marketing and Operations, State of Good Repair

Fiscal Impact: Funds dependent on approval of the FY 2024-25 MTC agency budget

Motion by Board: That a contract, with TTEC Government Solutions, LLC for the
purposes described above and in the Clipper Executive Director’s
summary sheet dated May 20, 2024, is hereby approved by the Clipper
Executive Board.

Clipper Executive Board: _____
Robert Powers, Chair

Approved: May 20, 2024

Request for Board Approval

Summary of Proposed Contract Amendment

Contractor (or “Consultant”): Nematode Holdings, LLC
San Francisco, CA

Work Project Title: Clipper Customer Service Center Operations at San Francisco Ferry Building (Bay Crossings)

Purpose of Project: Provide Clipper in-person customer services, including issuance of new and replacement cards; and maintain ferry schedule flap sign display

Brief Scope of Work: Contractor shall provide trained staff to support a range of Clipper customer services and the maintenance of the ferry schedule display

Project Cost Not to Exceed: \$315,000 (this amendment)
Total Contract value including amendments before this amendment is \$1,223,284
Total Contract amount with this amendment is \$1,538,284

Funding Source: Regional Measure 2 Marketing and Operations, STA, State of Good Repair

Fiscal Impact: Funds dependent on approval of the FY 2024-25 MTC agency budget

Motion by Board: That a contract amendment, with Nematode Holdings LLC, for the purposes described above and in the Clipper Executive Director’s summary sheet dated May 20, 2024, is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: May 20, 2024

Request for Board Approval

Summary of Proposed Funding Agreement Amendment

Contractor (or “Consultant”): Alameda-Contra Costa Transit District (AC Transit)
Oakland, CA

Work Project Title: Clipper Customer Service Center Operations at AC Transit
Headquarters

Purpose of Project: Provide Clipper in-person customer services, including issuance of
replacement cards, in the East Bay

Brief Scope of Work: Operate Clipper in-person customer service center

Project Cost Not to Exceed: \$250,000 (this amendment)
Total Contract value including amendments before this amendment is
\$3,034,200
Total Contract amount with this amendment is \$3,284,200

Funding Source: Regional Measure 2 Marketing and Operations, STA, State of Good
Repair

Fiscal Impact: Funds dependent on approval of the FY 2024-25 MTC agency budget

Motion by Board: That a funding agreement amendment, with AC Transit, for the
purposes described above and in the Clipper Executive Director’s
summary sheet dated May 20, 2024, is hereby approved by the Clipper
Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: May 20, 2024



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0402 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 3/7/2024 **In control:** Clipper Executive Board

On agenda: 5/20/2024 **Final action:**

Title: Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2).

Sponsors:

Indexes:

Code sections:

Attachments: [4a 24-0402 Clipper Schedule and Implementation Update](#)
[4ai 24-0402 CEB Status Report 2024-05-20](#)
[4aii 24-0402 Clipper Next Generation Equipment Pilot Installation Pictures](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:

Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2).

Presenter:

Jason Weinstein, MTC

Recommended Action:

Information

Attachments:

Clipper® Executive Board

May 20, 2024

Agenda Item 4a

Clipper® Schedule, Implementation, and Deployment Update

Subject:

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2)

Background:

Next Generation Project Schedule

The start of Customer Transition is being deferred beyond the summer of 2024. At the March 25, 2024 CEB meeting, we reported that we had begun piloting the next-generation system on five operators: SFMTA, Golden Gate Ferry, San Francisco Bay Ferry, Caltrain, and SMART. After compiling data and test results from this pilot, we have identified issues that need to be resolved before we can continue to the next phase of testing.

Our fundamental goal has been to ensure minimal disruption to current Clipper users and maintain seamless operations, which requires the new equipment to operate within the old system. These program challenges have proven to be more difficult than had been estimated. We are navigating a highly dependent systems integration process with multiple vendors, and all the work must be completed prior to the next pilot test phase.

It has become clear that summer 2024 is no longer feasible. Our focus continues to be expedited resolution of issues, robust testing, and a smooth customer experience now and during transition to the next generation system. We will continue to monitor progress on critical path items and report back to this Board by September 2024 as we get more schedule certainty.

Next-Generation Schedule Risks

The project team reviews the risks to the next-generation system each month and have updated the list of risks below to reflect lessons learned from the current phase of pilot testing:

- Completion of all hardware installation, including installation projects by transit operators (e.g., BART network deployment and station TR4 installations), and the

delivery of Cubic-provided training materials by transit operators to their staff on the operations and maintenance of the new hardware.

- Coordination of the various project components with multiple contractors (e.g., working with the customer service contractor, fare media and services suppliers, and transit agency vendors for integration with ticket machines and computer-aided dispatch / automatic vehicle location (CAD/AVL) systems).
- Availability of next-generation system fare media for the completion of software development and testing.
- Unplanned test procedure review cycles and software updates prior to the start of pre-Transition System Integration Testing.
- Completion of production environment testing to confirm system configuration is correct before the start of pre-Transition pilot testing.
- Configuration of system access for MTC, transit operator, and other next-generation contractor staff for critical back-office functions needed to evaluate pilot and full operations results.

Cubic, MTC and transit operator partners are working closely together to keep making progress on these risks and the tasks on the critical path. Staff will continue to provide monthly updates to this Board on our progress.

Next-Generation Implementation

Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering the next-generation system; upcoming activities and deliverables for MTC, Cubic, and the transit operators; and other noteworthy items managed by the project team.

Next-Generation Equipment Deployment

Installation of stand-alone platform and on-board Clipper readers are substantially complete on all operators except for the WestCAT installation, which will start in June following the implementation of WestCAT's CAD/AVL integration solution. BART continues to make progress with the installation of next-generation readers (TR4s) at its fare gates but is still waiting for production-ready software for its ticket machines. Cubic will begin installation of SFMTA fare gate readers this spring.

Issues:

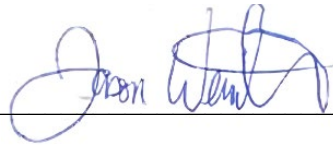
None identified.

Recommendations:

Information

Attachments:

- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Clipper Next Generation Equipment Installation Pictures



Jason Weinstein

Next Generation Clipper Program

Executive Summary Status Report – May 20, 2024



Summary

- Regionwide installation of onboard validators continues. BART fare gate validator installation underway; BART TVM validator testing in progress.
- Initial pilot testing period complete and issue investigation underway. Review of pre-Transition System Integration Testing (SIT) procedures ongoing.
- Review of Operations and Maintenance (O&M) documents resubmittal underway.
- Technical and planning discussions continue with operators on various topics, including new device installation, BART coordination, and paratransit/third-party integration.
- Purchase Order initiated with selected TVM Fare Ticket Supplier.
- Joint coordination meetings ongoing between MTC and C2 Contractors Cubic (System Integrator and Fare Media Fulfillment), WSP (Customer Service Center), Fiserv (Payment Services), and Paragon (C2 Fare Card Supplier).

Recently Completed Activities

	MTC/Arcadis	Cubic	Operators	Date
• New Devices:				
○ Regionwide installation (cont'd)	●	●	●	ongoing
○ BART fare gate validator installation (cont'd)	●	●	●	ongoing
• Account-based System Testing:				
○ Pre-Revenue-Ready Pilot Testing	●	●	●	May

Upcoming Activities/Deliverables

	MTC/Arcadis	Cubic	Operators	Date
• New Devices:				
○ BART TVM validator testing (cont'd.)	●	●	●	ongoing
○ BART fare gate installation (cont'd.)	●	●	●	ongoing
• Account-based System Testing:				
○ Pre-Transition SIT procedures review	●		●	May–Jun
• Account-based System Documentation:				
○ O&M Documents resubmittal review	●		●	May–Jun
○ Submittal of Manuals & Training Materials		●		May
○ Manuals & Training Materials review	●		●	May–Jun
• Clipper Executive Board Meeting	●		●	Jun 24



Clipper® Next Generation Equipment Installation Pictures

Clipper Executive Board

May 20, 2024

WestCAT Installations





Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0403 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 3/7/2024 **In control:** Clipper Executive Board

On agenda: 5/20/2024 **Final action:**

Title: Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance

Sponsors:

Indexes:

Code sections:

Attachments: [4b 24-0403 Current Clipper Operations and Performance Update](#)

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

Subject:

Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance

Presenter:

Edward Meng, MTC

Recommended Action:

Information

Attachments:

Clipper® Executive Board

May 20, 2024

Agenda Item 4b

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper system operations and performance

Background:

Transaction and Sales

In April 2024, Clipper processed over 13 million transactions and settled over \$31 million in revenue, an increase of 14% and 15% respectively compared to April 2023.

Clipper Mobile Card Adoption and Usage

Since the launch of the mobile Clipper card in April 2021, over 2.6 million mobile Clipper cards have been created, and staff has noted a steady increase in both the number of and percentage of trips taken using a Clipper mobile card. In April 2024 alone, over 31% of Clipper trips were taken using a mobile card, compared to 25% in April 2023.

Clipper START Card Issuance and Usage

In April 2024, the program received 136% more Clipper START applications compared to April 2023, and Clipper START trips increased by 86% over the same time period.

Quarterly Fare Change Deadline

Fare changes and updates are scheduled to occur quarterly to limit demands on development and testing resources as work continues on developing the Next Generation Account-based System.

The deadline for requesting fare changes for September 1, 2024 is June 3, 2024.

Issues:

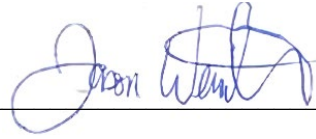
None identified.

Recommendations:

Information.

Attachments:

- None



Jason Weinstein