



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)
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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 - Moore Iacofano Goltsman, 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.