



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

Meeting Agenda

Clipper Executive Board

Robert Powers, Chair

April Chan, Vice Chair

Monday, July 22, 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/83546344761>
iPhone One-Tap: US: +14086380968,,83546344761# US (San Jose)
+16694449171,,83546344761# US

Join by Telephone (for higher quality, dial a number based on your current location) US:
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<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. [24-0885](#) Minutes of the June 24, 2024 Meeting

Action: Approval

Attachments: [2a_24-0885_Minutes of the June 24, 2024 Meeting](#)

3. Approval and Information

- 3a. [24-0886](#) Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the Next Generation Clipper System (C2).

Action: Information

Presenter: Jason Weinstein, MTC

Attachments: [3a_24-0886_Clipper_Schedule_and_Implementation_Update](#)
[3ai_24-0886_CEB_Status_Report](#)

- 3b. [24-0887](#) Current Clipper® Operations and Performance Update

Update on current Clipper System operations and performance

Action: Information

Presenter: Jason Weinstein, MTC

Attachments: [3b_24-0887_Current_Clipper_Operations_and_Performance_Update](#)

4. Acting Executive Director's Report- Weinstein**5. 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.*

6. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, August 26, 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 Título 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.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0885 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 6/18/2024 **In control:** Clipper Executive Board
On agenda: 7/22/2024 **Final action:**
Title: Minutes of the June 24, 2024 Meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a_24-0885_Minutes_of_the_June_24,_2024_Meeting](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the June 24, 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, June 24, 2024

1:30 PM

BART

2150 Webster Street, Board Room– 1st Floor
Oakland, CA 94612

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 BART, 2150 Webster Street, Board Room (1st Floor), Oakland CA 94612. 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.

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Attendee Link: <https://us06web.zoom.us/j/84907118420>
iPhone One-Tap: US: +16694449171,,84907118420# US
+16699006833,,84907118420# US (San Jose)

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888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)
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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

Greg Richardson acted as a delegate and voting Member of the Clipper Executive Board in place of Member Carolyn Gonot. Attendance and Actions noted below as "Gonot" were taken by Richardson.

Dr. Manjit Sooch acted as a delegate and voting Member of the Clipper Executive Board in place of Member Michael Hursh. Attendance and Actions noted below as "Hursh" were taken by Sooch.

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

2. Consent Calendar

Upon the motion by Vice Chair Chan and seconded by Board Member Mulligan, 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, Vice Chair Chan, Board Member Fremier, Board Member Cumins and Board Member Wegener

2a. [24-0803](#) Minutes of the May 20, 2024 Meeting

Action: Approval

Attachments: [2a_Minutes of the May 20, 2024 Meeting](#)

2b. [24-0804](#) Regional Transit Connection (RTC) Clipper® Access Submittal Policy Expansion

Recommendation to approve the RTC Clipper Access program's submittal process to allow customers to submit applications online through the new RTC Clipper Access self-service portal.

Action: Approval

Presenter: Lydia Elias, MTC

Attachments: [2b_RTC Clipper Access Submittal Policy Expansion](#)

The following individuals spoke on this Item: Aleta Dupree, Team Folds.

2c. [24-0809](#) Clipper® MOU Provisions and Reimbursing Transit Agencies for Lost Fare Revenue

The Clipper Memorandum of Understanding (MOU) contains provisions setting forth how revenue generated by the Clipper program is to be applied. This Agenda Item focuses on the line item in the FY 23-24 Clipper Operating Budget that allocates \$200,000 of the interest income generated by investment of the Clipper float account for reimbursing transit agencies for lost fare revenue due to Clipper system operational problems, and addressing that budgetary allocation in light of the provisions of the Clipper MOU.

Action: Information

Presenter: Jason Weinstein, MTC

Attachments: [2c Clipper MOU Provisions and Reimbursing Transit Agencies for Lost Fare Revenue](#)

3. Information

3a. [24-0806](#) Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2). Contractor Cubic Transportation Systems will be in attendance.

Action: Information

Presenter: Jason Weinstein, MTC

Attachments: [3a Clipper Schedule and Implementation and Deployment Update](#)
[3ai_CEB Status Report](#)
[3aii_CEB June 2024 - Cubic Update](#)

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

3b. [24-0807](#) Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance

Action: Information

Presenter: Akash Ghosal, MTC

Attachments: [3b Current Clipper Operations and Performance Update](#)

3c. [24-0808](#) Next Generation Clipper® Marketing and Communications Plan

Update on Next Generation Clipper Marketing and Communications Plan

Action: Information

Presenter: Lysa Hale, MTC

Attachments: [3c Clipper Executive Board Summary Sheet Communications Plan](#)
 [3ci Next Generation Clipper Marketing and Communications Plan](#)

4. Acting Executive Director's Report- Weinstein

5. Public Comment / Other Business

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

6. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, July 22, 2024, 1:30 p.m. at BAMC, Board Room -1st Floor, 375 Beale Street, San Francisco CA 94105. 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 #: 24-0886 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 6/18/2024 **In control:** Clipper Executive Board

On agenda: 7/22/2024 **Final action:**

Title: Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the Next Generation Clipper System (C2).

Sponsors:

Indexes:

Code sections:

Attachments: [3a 24-0886 Clipper Schedule and Implementation Update](#)
[3ai 24-0886 CEB Status Report](#)

Date	Ver.	Action By	Action	Result
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Subject:
 Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the Next Generation Clipper System (C2).

Presenter:
 Jason Weinstein, MTC

Recommended Action:
 Information

Attachments:

Clipper® Executive Board

July 22, 2024

Agenda Item 3a

Clipper® Schedule, Implementation, and Deployment Update

Subject:

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

Background:

C2 Project Schedule

Since the last update at the June 24, 2024, meeting of this Board, MTC and transit operators have continued to review pre-transition test procedures submitted by Cubic, the C2 System Integrator. Cubic has also made progress on deploying bug fixes and new functionality in their testing environments and has started dry runs of test cases in preparation for starting formal test execution and witnessing for MTC and operators. Staff will continue to monitor pre-transition system development, configuration, and testing, and we will report back to this Board on progress towards determining a new target date for the start of Customer Transition.

C2 Schedule Risks

MTC continues to work with Cubic, transit operators, and other partners to address the following high-priority risks:

- 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.

- Completion of production environment testing to confirm system configuration is correct before the start of pre-Transition pilot testing.

C2 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.

C2 Equipment Deployment

Installation of stand-alone platform readers has been completed. On-board Clipper readers are substantially complete on all operators except for WestCAT, which is working through some CAD/AVL integration issues, but still anticipated to wrap up by the end of July. BART continues to make progress with the installation of next-generation readers (TR4s) at its fare gates and is testing Cubic's release of production-ready software for its ticket vending machines. We are working towards launching the BART vending machine pilot test in August. Cubic will begin installation of SFMTA fare gate readers this summer.

C2 Testing

Pre-Transition testing is expected to begin in August, resulting in a two-week shift from the June report. The Contractor is identifying additional resources and Clipper staff is continuing to work with Cubic to identify risks that will feed into the updated integrated program schedule to be discussed at the September Board meeting.

Issues:

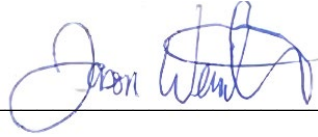
None identified.

Recommendations:

Information

Attachments:

- Attachment A: Next Generation Clipper Program Executive Summary Status Report



Jason Weinstein

Next Generation Clipper Program

Executive Summary Status Report – July 22, 2024



Summary

- Regionwide installation of onboard validators complete. BART fare gate validator installation continues; BART TVM validator testing in progress.
- Testing of initial pilot test issue bug fixes ongoing. Review of pre-Transition System Integration Testing (SIT) procedures continues. Preparation for SIT dry runs and execution underway.
- Technical and planning discussions continue with operators on various topics, including new device installation, BART coordination, and paratransit/third-party integration.
- Joint coordination meetings ongoing between MTC and C2 Contractors Cubic (System Integrator and Fare Media Fulfillment), WSP (Customer Service Center), Fiserv (Payment Services), Paragon (C2 Fare Card Supplier), and Confidex (C2 Fare Ticket 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-Transition SIT procedures review	•		•	ongoing
• Account-based System Documentation:				
○ Submittal of Manuals & Training Materials		•		Jul 11

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	•		•	Jul–Aug
○ Pre-Transition SIT witnessing	•	•	•	Aug–Nov
• Account-based System Documentation:				
○ Manuals & Training Materials review	•		•	Jul–Aug
○ O&M Documents resubmittal review	•		•	Aug
• Clipper Executive Board Meeting	•		•	Aug 26



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0887 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 6/18/2024 **In control:** Clipper Executive Board

On agenda: 7/22/2024 **Final action:**

Title: Current Clipper® Operations and Performance Update

Update on current Clipper System operations and performance

Sponsors:

Indexes:

Code sections:

Attachments: [3b 24-0887 Current Clipper Operations and Performance Update](#)

Date	Ver.	Action By	Action	Result
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Subject:

Current Clipper® Operations and Performance Update

Update on current Clipper System operations and performance

Presenter:

Jason Weinstein, MTC

Recommended Action:

Information

Attachments:

Clipper® Executive Board

July 22, 2024

Agenda Item 3b

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper System operations and performance

Background:

System Performance

On June 30, 2024, the Clipper system experienced a 4-hour purchase disruption that resulted in the inability for patrons to:

- purchase value on mobile phones (both Apple and Google), and
- purchase a Clipper card or add value to cards at retail locations.

Travelers were able to add value to all existing cards (mobile and plastic) at BART and Muni ticket vending machines and the disruption did not affect anyone's ability to tap at Clipper readers. After a thorough review, staff have identified corrective actions and will be actively monitoring the system and overseeing contractor preparations for upcoming large-scale events. Cubic staff will be available at the meeting to discuss and answer questions on the matter.

Transaction and Sales

In June 2024, Clipper processed over 13 million transactions and settled over \$31 million in revenue, an increase of 7% and 8%, respectively, compared to June 2023.

Clipper Mobile Card Adoption and Usage

Since the launch of the mobile Clipper card in April 2021, over 2.9 million mobile Clipper cards have been created, and staff has noted a steady increase in both the number and percentage of trips taken using a Clipper mobile card. In June 2024 alone, over 33% of Clipper trips were taken using a mobile card, compared to 27% in June 2023.

Clipper START Card Issuance and Usage

In June 2024, the program received 68% more Clipper START applications compared to June 2023, and Clipper START trips increased by 90% 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 January 1, 2025 is October 1, 2024.

Issues:

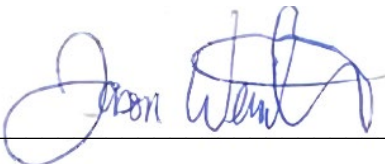
None identified.

Recommendations:

Information.

Attachments:

- None



Jason Weinstein