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

Meeting Minutes - Draft

Clipper Executive Board

Julie Kirschbaum, Chair *Denis Mulligan, Vice Chair*

Monday, June 1, 2026 **1:00 PM** **Board Room - First Floor**

Roster
Julie Kirschbaum, Chair; Denis Mulligan, Vice Chair
April Chan, Andrew B. Fremier, Carolyn M. Gonot,
Salvador Llamas, Robert Powers, Danielle Schmitz, Christy Wegener

1. Call to Order / Roll Call / Confirm Quorum

The meeting was called to order at 1:17 p.m.

Present: 9 - Board Member Powers, Board Member Chan, Board Member Fremier, Board Member Gonot, Chair Kirschbaum, Board Member Llamas, Vice Chair Mulligan, Board Member Schmitz, and Board Member Wegener

2. Consent Calendar

Upon the motion by Vice Chair Mulligan and seconded by Board Member Fremier, the Consent Calendar was approved. The motion carried by the following vote:

Aye: 9 - Board Member Powers, Board Member Chan, Board Member Fremier, Board Member Gonot, Chair Kirschbaum, Board Member Llamas, Vice Chair Mulligan, Board Member Schmitz and Board Member Wegener

2a. 26-0539 Minutes of the April 27, 2026 Meeting

Board Approval of the April 27, 2026 Meeting Minutes.

Action: Approval

Attachments: 2a_26-0539_04272026_Clipper_Executive_Board_Meeting_Minutes_Draft.pdf

2b. 26-0541 Clipper® Operational Data and Customer Service Center Performance Update

Update on Clipper System operational data and customer service center performance.

Action: Information

Presenter: Kelley Jackson, MTC

Attachments: 2b_26-0541_Clipper_Operational_Data_and_CSC_Performance_Update.pdf

2c. 26-0699 Change Order Amendment - Next Generation Clipper® System Integrator Contract Change Order 13: Cubic Transportation Systems ($264,000)

Request for approval of a Change Order Amendment to the Next Generation Clipper System Integrator Contract with Cubic to provide funding for continuing technical and customer assistance support to transit benefit providers in the Next Generation Clipper System during Fiscal Year (FY) 2026-27, subject to approval of the FY 2026-27 MTC Budget.

Action: Approval

Presenter: Kelley Jackson, MTC

Attachments: 2c_26-0699_C2 CO13.1 Transit Benefits.pdf

2d. 26-0544 Contract Amendment - Clipper® In Person Customer Service - Nematode Holdings, LLC ($325,000)

Request for approval of a contract amendment in an amount not to exceed $325,000 with Nematode to continue providing Clipper in-person customer services at the Bay Crossings store located in the San Francisco Ferry Building, subject to approval of the fiscal year (FY) 2026-27 MTC Budget.

Action: Approval

Presenter: Alison Edwards, MTC

Attachments: 2d_26-0544_Clipper IPCSC Nematode.pdf

2e. 26-0545 Clipper Technical Consultant Contract Actions: i. Contract Amendment - Implementation, Transition, and Program Management Support: Arcadis, a California partnership (Arcadis) ($1,200,000); ii. Contract Amendment - Implementation, Transition, and Program Management Support: Invoke Technologies, Inc. (Invoke) ($300,000); iv. Contract Amendment - Implementation, Transition, and Financial Management Support: ARC Alternatives (ARC Alternatives) ($200,000); iv. Contract Amendment - Implementation, Transition, and Technical Support: Jacobs Engineering Group (Jacobs) ($500,000)

Request for approval to enter into separate contract amendments with i. Arcadis, for $1,200,000, to provide technical advice to MTC and the transit operators to support the implementation of the Next Generation Clipper (C2) System; ii. Invoke, for $300,000, for program management support services; iii. ARC Alternatives, for $200,000, for financial services program management support services; and iv. Jacobs, for $500,000, for technical and operational assistance, subject to approval of the fiscal year (FY) 2026-27 MTC Budget.

Action: Approval

Presenter: Albert Chiu, MTC

Attachments: 2e_26-0545_Clipper Technical Consultant Contract Actions.pdf

2f. 26-0543 Clipper® Customer Education and Outreach Contract Actions: i. Contract Amendment - Customer Education Support: Moore Iacofano Goltsman, Inc. (MIG) ($3,200,000); ii. Contract Amendment - Clipper START Outreach: Caribou Public Relations, Inc. (Caribou) ($450,000)

Request for approval of the listed consultant contract actions to i. add $3,200,000 to the MIG contract to provide customer education support to the Next Generation Clipper program and Clipper START program and ii. add $450,000 to the Caribou contract to provide Clipper START CBO outreach assistance, subject to approval of the fiscal year (FY) 2026-27 MTC Budget.

Action: Approval

Presenter: Kelley Jackson, MTC

Attachments: 2f_26-0543_Clipper Customer Education and Outreach Contract Actions.pdf

3. Information / Approval

3a. 26-0540 Next-Generation Clipper Implementation and Transition Update

Update on Next-Generation Clipper System implementation, including issues and outages; transition of current Clipper cardholders to the Next-Generation Account-based System; and upcoming work.

Action: Information

Presenter: Alix Bockelman and Angus Davol, MTC; Altamash Ahmed and Sushil Rajendran, Cubic Transportation Systems, Inc. (Cubic)

Attachments: 3a_26-0540_Clipper_Implementation_and_Transition_Update.pdf

3ai_Cubic CEB Presentation_06.01.26.pdf

The following individuals provided public comment: Aleta Dupree (Team Folds), Adina Levin (Seamless Bay Area), Richard Manning, and Roland.

3b. 26-0542 Clipper® Two-Year Budget

The Clipper Two-Year Budget for Fiscal Years (FYs) 2026-27 and 2027-28 for the Clipper Executive Board's review and approval.

Action: Approval

Presenter: Edward Meng, MTC

Attachments: 3b_26-0542_Clipper Two Year Budget.pdf
3bi_20260510 Clipper Operating Revenue and Budget Update.pdf
3bii_20260310 Capital Revenue and Budget.pdf
3biii_Clipper Budget presentation.pdf

The following individuals provided public comment: Aleta Dupree (Team Folds), and Adina Levin (Seamless Bay Area).

The Clipper Two-Year Budget for Fiscal Years (FYs) 2026-27 and 2027-28 was approved. The motion carried by the following vote:

Aye: 9 - Board Member Powers, Board Member Chan, Board Member Fremier, Board Member Gonot, Chair Kirschbaum, Board Member Llamas, Vice Chair Mulligan, Board Member Schmitz and Board Member Wegener

3c. 26-0700 Change Order Amendment - Amendment 2 to Clipper System (C1) and Customer Service Center Contract Change Order 218: Cubic Transportation Systems (Cubic) ($3,100,000)

Extension of the Clipper Contract with Cubic for ongoing support and operations of the Clipper legacy system, subject to approval of the FY 2026-27 MTC Budget.

Action: Approval

Presenter: Angus Davol, MTC

Attachments: 3c_26-0700_C1 Extension CO218.2.pdf

The Change Order Amendment - Amendment 2 to Clipper System (C1) and Customer Service Center Contract Change Order 218: Cubic Transportation Systems (Cubic) ($3,100,000) was approved. The motion carried by the following vote:

Aye: 9 - Board Member Powers, Board Member Chan, Board Member Fremier, Board Member Gonot, Chair Kirschbaum, Board Member Llamas, Vice Chair Mulligan, Board Member Schmitz and Board Member Wegener

3d. 26-0546 Change Order - Next Generation Clipper® Customer Service Center: WSP USA Services, Inc. (WSP)

Request for approval of a Change Order with WSP USA Services, Inc. that revises the payment form and reduces the period of performance to align with resources for the operations of the Next Generation Clipper Customer Service Center, subject to approval of the FY 2026-27 MTC Budget.

Action: Approval

Presenter: Kelley Jackson, MTC

Attachments: 3d_26-0546_WSP CSC CO10.pdf

Adina Levin, Seamless Bay Area, provided public comment.

The Change Order - Next Generation Clipper® Customer Service Center: WSP

USA Services, Inc. (WSP) Report was approved. The motion carried by the following vote:

Aye: 9 - Board Member Powers, Board Member Chan, Board Member Fremier, Board Member Gonot, Chair Kirschbaum, Board Member Llamas, Vice Chair Mulligan, Board Member Schmitz and Board Member Wegener

4. Director's Report - Jason Weinstein

5. Public Comment / Other Business

Aleta Dupree, Team Folds, provided public comment on this item.

6. Adjournment / Next Meeting

The meeting was adjourned at 3:21 p.m. The next meeting of the Clipper Executive Board is scheduled to be held at 1:00 p.m., June 22, 2026 at Bay Area Rapid Transit (BART) Headquarters, 2150 Webster Street, (1st Floor - Board Room) Oakland, CA 94612. Any changes to the schedule will be duly noticed to the public.