



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

Meeting Agenda

Clipper Executive Board

Robert Powers, Chair

April Chan, Vice Chair

Monday, October 23, 2023

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/89359573334>
iPhone One-Tap mobile: +13462487799,,89359573334# US (Houston)
+16699006833,,89359573334# 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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<https://bayareametro.zoom.us/j/89359573334>
<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.

Roster**Robert Powers, Chair; April Chan, Vice Chair****Members: Bill Churchill, Eddy Cumins, Andrew B. Fremier, Carolyn M. Gonot, Michael Hursh,
Denis Mulligan, and Jeffrey Tumlin****1. Call to Order / Roll Call / Confirm Quorum**

Quorum: A quorum of this committee shall be a majority of its regular voting members (5).

2. Consent Calendar

- 2a. [23-1175](#) Minutes of the August 28, 2023 Meeting
- Action:** Board Approval
- Attachments:** [2a. 2023_08_28 Clipper Executive Board Meeting Minutes](#)
- 2b. [23-1176](#) Clipper® Next Generation Customer Service Center - WSP USA Services Inc. Change Order (\$849,140)
- Action:** Board Approval
- Presenter:** Lysa Hale
- Attachments:** [2b_Change Order_WSP USA Services Inc \(\\$849,140\).](#)

3. Approval

- 3a. [23-1269](#) Change Order Amendment to Card Order Change Order - CO 145
- Action:** Board Approval
- Presenter:** Jennifer Largaespada
- Attachments:** [3a_Change Order Amendment Card Order](#)

4. Information

- 4a. [23-1177](#) 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
- Attachments:** [4a_Clipper Schedule and Implementation Update](#)
[4ai_CEB Status Report](#)
[4aii_Clipper Next Generation Equipment Pilot Installation Pictures](#)

- 4b. [23-1178](#) Current Clipper® Operations and Performance Update
- Update on current Clipper system operations and performance
- Action:** Information
- Presenter:** Edward Meng
- Attachments:** [4b Current Clipper Operations and Performance Update](#)
[4bi Clipper Data Clipper Executive Board](#)
- 4c. [23-1270](#) Proposed 2024 Clipper Executive Board Calendar
- Information
- Presenter:** Akash Ghosal
- Attachments:** [4c Proposed 2024 Clipper Executive Board Meeting Calendar](#)
[4ci 2024 CEB Proposed Calendar](#)
- 4d. [23-1332](#) Acting Clipper Executive Director
Update on Clipper Executive Director position.
- Action:** Information
- Presenter:** Andrew Fremier
- Attachments:** [4d Acting Clipper Executive Director](#)

5. Executive Director's Report Kuester

6. Public Comment / Other Business

*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 Monday, November 27, 2023, at Bay Area Metro Center, Board Room 1st Floor, 375 Beale Street, San Francisco CA 94105. 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 #: 23-1175 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 9/1/2023 **In control:** Clipper Executive Board
On agenda: 10/23/2023 **Final action:**
Title: Minutes of the August 28, 2023 Meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a. 2023_08_28 Clipper Executive Board Meeting Minutes](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the August 28, 2023 Meeting

Recommended Action:
Board 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, August 28, 2023

1:00 PM

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

The Clipper Executive Board is scheduled to meet at 1:00 p.m. or immediately following the 12:30 p.m. Fare Integration Task Force meeting.

Meeting attendees may opt to attend in person for public comment and observation in the BART Board Room, at 2150 Webster Street, 1st Floor Oakland, CA 94612.

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. In-person attendees must adhere to posted public health protocols while in the building. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Attendee Link: <https://us06web.zoom.us/j/87023829681>

iPhone One-Tap: +16699006833,,87023829681# 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: 870 2382 9681

International numbers available: <https://us06web.zoom.us/j/87023829681>

Detailed instructions on participating via Zoom are available at:

<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.

1. Call Meeting to Order / Roll Call / Confirm Quorum

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

2. Consent Calendar

Upon the motion by Board Member Fremier and second by Board Member Hursh, 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 Churchill, Board Member Chan, Board Member Fremier and Board Member Cumins

2a. [23-0983](#) Minutes of the June 26, 2023 Meeting

Action: Board Approval

Attachments: [2a_23-0983_06-26-2023_Clipper_Executive_Board_Meeting_Minutes.pdf](#)

2b. [23-0999](#) Regional Transit Connection (RTC) Clipper® Access Eligibility Expansion

Recommendation to approve a policy update to the RTC Clipper Access program to include an additional eligibility option for customers to use through the regional Americans with Disabilities Act (ADA) -Paratransit certification.

Action: Board Approval

Presenter: Lydia Elias

Attachments: [2bi_23-0999_Summary_Sheet_RTC_Clipper_Access_Eligibility_Add_ADA-Paratransit.pdf](#)
[2bij_23-0999_Attachment_A_RTC_Clipper_Access-ADA_Paratransit_as_an_Eligibility_Category.pdf](#)

3. Approval

- 3a. [23-0984](#) Supplier Panel - 2023 Next Generation Clipper® (C2) Limited-Use Contactless Smart Cards (Fare Tickets) Bench - Cycle 1 (ASK-intTag LLC dba Paragon ID; CONFIDEX INC; EDM Technology, Inc.; Nagels North America LLC; and RFID Canada Inc.)

Committee approval of a pre-qualified panel of suppliers (“Supplier Bench”) with which MTC and the region’s transit operators may contract to provide Limited-Use Contactless Smart Cards (Fare Tickets) for C2 on an as-needed basis for a five-year period ending June 30, 2028, with an option to extend for an additional two-year period to June 30, 2030. The recommended firms are listed in Attachment A.

Action: Board Approval

Presenter: Kelley Jackson

Attachments: [3a_23-0984_Summary_Sheet_C2_LU_Ticket_Supplier_Bench_CEB.pdf](#)

Aleta Dupree spoke on this item.

Upon the motion by Board Member Chan and second by Board Member Churchill, the Supplier Panel - 2023 Next Generation Clipper® Limited-Use Contactless Smart Cards Bench - Cycle 1 (ASK-intTag LLC dba Paragon ID; CONFIDEX INC; EDM Technology, Inc.; Nagels North America LLC; and RFID Canada Inc.) 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 Churchill, Board Member Chan, Board Member Fremier and Board Member Cumins

4. Information

4a. [23-0985](#) 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

Attachments: [4a Clipper Schedule and Implementation Update v1.pdf](#)

[4ai CEB Status Report 2023-08-28 v4.pdf](#)

[4aiii Clipper Next Generation Equipment Pilot Installation Pictures v1.pdf](#)

The following individuals spoke on this item:

Adina Levin, Seamless Bay Area and MTC Policy Advisory Council; and Aleta Dupree.

4b. [23-0986](#) Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the Board's June 2023 meeting.

Action: Information

Presenter: Edward Meng

Attachments: [4bi 23-0986 Summary Sheet Current Clipper Operations and Performance Update.pdf](#)

[4bii 23-0986 PowerPoint Clipper Data Clipper Executive Board.pdf](#)

The following individuals spoke on this item:

Aleta Dupree and Veda Florez, MTC Policy Advisory Council.

4c. [23-1001](#) Next Generation Clipper® Marketing Plan

Update on the Next Generation Clipper marketing plan and discuss the key challenges, audiences addressed, messaging, tactics, key communication vehicles, as well as the timeline for executing this plan.

Action: Information

Presenter: Lysa Hale

Attachments: [4c 23-1001 Summary Sheet Next-Generation Clipper Marketing Plan.pdf](#)

The following individuals spoke on this item:
Aleta Dupree, Adina Levin, Anne Olivia Eldred, Veda Florez, and Howard Wong.

5. Executive Director's Report-Kuester

Adina Levin spoke on this item.

6. Public Comment / Other Business

Aleta Dupree was called to speak.

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, September 18, 2023, at Bay Area Metro Center, 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 #: 23-1176 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 9/1/2023 **In control:** Clipper Executive Board
On agenda: 10/23/2023 **Final action:**
Title: Clipper® Next Generation Customer Service Center - WSP USA Services Inc. Change Order (\$849,140)

Sponsors:

Indexes:

Code sections:

Attachments: [2b Change Order WSP USA Services Inc \(\\$849,140\).](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Next Generation Customer Service Center - WSP USA Services Inc. Change Order (\$849,140)

Presenter:

Lysa Hale

Recommended Action:

Board Approval

Attachments:

Clipper® Executive Board

October 23, 2023

Agenda Item 2b

Clipper® Next Generation Customer Service Center – WSP USA Services Inc. Change Order (\$849,150)

Subject:

Request for approval of a change order to implement changes related to the alignment of the Clipper Next Generation Customer Service Center (CSC) program for reporting system issues with the Clipper System Integrator (SI), testing of the CSC system in multiple cycles, and extending the CSC project schedule.

Background:

WSP USA Services Inc. (WSP), the Next Generation Clipper Customer Center (CSC) Contractor, has identified the following changes to the CSC scope of work, which MTC agrees are necessary:

- **New Information Technology Service Management (ITSM) solution necessary for Next Generation Clipper CSC ongoing operations:** The first change is for the provision of an ITSM solution for the Next Generation Clipper CSC. An ITSM is the solution through which customer service representatives and other Next Generation Clipper CSC staff will report program and system issues (e.g., a program is not working correctly, they are having network connection issues, etc.). The reason for this change is that there is now a clearer understanding of how the Next Generation Clipper System Integrator (SI) ServiceNow solution for reporting issues would be used. The ServiceNow solution is designed to support transit operator tracking of field equipment health and reporting to the Next Generation Clipper SI of equipment issues. WSP has proposed using their standard corporate solution, which will limit the level of effort needed to stand up the solution. Work will include updates, as needed, to design documentation for operations approach and operations procedures and the work to stand up and test the system for the Next Generation Clipper CSC. The amount for this change is \$309,860.
- **Additional Effort to Support Split Next Generation Clipper System Testing Cycles:** The RFP included a constrained 9-month delivery schedule for the Next Generation

Clipper CSC with a single, coordinated set of testing activities between the Next Generation Clipper CSC and Next Generation Clipper SI. With the change in testing approach and multiple testing stages for the Next Generation Clipper SI, WSP will now have to support additional testing cycles for system integration and Next Generation Clipper CSC project readiness prior to Pre-Transition Pilot Testing. The amount for this change is \$373,143.

- **Extended Project Schedule:** The Next Generation Clipper program schedule has extended additional four months, with the start of Pre-Transition Pilot Testing now planned for spring rather than early in the new year. The amount for this change is \$166,137.

Issues:

None identified.

Recommendation:

Staff recommends that the Board approve a Change Order with WSP USA Services Inc. in an amount not to exceed \$849,140 to provide services to be rendered as described above.

Attachments:

None.



Carol Kuester

Request for Board Approval

Summary of Proposed Change Order

Contractor (or “Consultant”): WSP USA Services Inc.
San Francisco, CA

Work Project Title: Next Generation Clipper Customer Service Center

Purpose of Project: To provide excellent customer service to customers of the Next Generation Clipper system

Brief Scope of Work: To implement a new Information Technology Service Management solution, split testing into two cycles, and extend the project schedule

Project Cost Not to Exceed: \$849,140

Funding Source: State Transit Assistance, subject to an amendment of the MTC 2023 Agency budget

Fiscal Impact: None

Motion by Board: That a change order with WSP USA Inc. for the purposes described above and in the Clipper Executive Director’s summary sheet dated October 23, 2023, is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

April Chan, Vice Chair

Approved: October 23, 2023



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1269 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 9/28/2023 **In control:** Clipper Executive Board
On agenda: 10/23/2023 **Final action:**
Title: Change Order Amendment to Card Order Change Order - CO 145
Sponsors:
Indexes:
Code sections:
Attachments: [3a_Change Order Amendment Card Order](#)

Date	Ver.	Action By	Action	Result
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Subject:
Change Order Amendment to Card Order Change Order - CO 145

Presenter:
Jennifer Largaespada

Recommended Action:
Board Approval

Attachments:

Clipper® Executive Board

October 23, 2023

Agenda Item 3a

Clipper Contract Change Order Amendment – Clipper Card Procurement: Cubic Transportation Systems, Inc. (\$1,000,000)

Subject:

Request for approval of a Change Order Amendment for procurement of Clipper cards: Cubic Transportation Systems, Inc. (Cubic) (\$1,000,000).

Background:

Since its inception, the Clipper program has issued nearly nine million cards. Demand has remained steady with the program issuing approximately 150,000 new adult cards each month, which will increase with the return of all-Clipper card vending at the BART SFO airport station which began in early October.

This amendment is intended to make funds available in the Change Order should an additional order need to be placed in order to have sufficient inventory to last until the start of C2 fare media usage.

The Clipper program partially offsets the cost of cards by charging most adults a \$3 card acquisition fee. MTC does not recoup the full cost of producing a card with the \$3 card acquisition fee. With current supply chain issues, the actual cost of each card is approximately \$2.25, while the program cost of issuing each card is approximately \$1.85, bringing the total cost of issuing a new card to approximately \$4.10. Funds from the \$3 card fee will be used to partially fund this Change Order Amendment. The funds in this Change Order Amendment were fully contemplated in the Two-Year Budget and Work Plan approved by the Board in May 2023. The funds for this proposed change order amendment are currently available in the Clipper card fee account.

Issues:

None identified

Recommendation:

Staff recommends that the Board approve a Contract Change Order Amendment with Cubic in an amount not to exceed \$1,000,000, to produce Clipper cards for distribution to customers.

Attachments:

None.



Carol Kuester

Request for Board Approval

Summary of Proposed Contract Change Order Amendment

Contractor: Cubic Transportation Systems
Oakland, CA

Work Project Title: Clipper Card Procurement (Change Order Amendment, CO-145)

Purpose of Project: To procure Clipper cards

Brief Scope of Work: Under this Change Order Amendment, Cubic will purchase Clipper cards as directed by MTC. This Amendment adds funds to an already existing Change Order.

Project Cost Not to Exceed: \$1,000,000 (this Change Order Amendment)

Total contract value including amendments before this amendment = \$186,391,808

Total contract amount with this amendment = \$187,391,808

Funding Source: Clipper cardholder administrative fees, STP, CMAQ, STA, STP Exchange, Regional Measure 2 Capital and Regional Measure 2 Operating, Regional Measure 3, SB1 State of Good Repair

Fiscal Impact: Funds available in the Clipper card fee account and in the 2023-24 MTC agency budget.

Motion by Board: That the Change Order Amendment with Cubic for the purposes described above and in the Clipper Executive Director's summary sheet dated October 23, 2023, is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

April Chan, Vice Chair

Approved: October 23, 2023



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1177 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 9/1/2023 **In control:** Clipper Executive Board

On agenda: 10/23/2023 **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 Clipper Schedule and Implementation Update](#)
[4ai CEB Status Report](#)
[4aii Clipper Next Generation Equipment Pilot Installation Pictures](#)

Date	Ver.	Action By	Action	Result
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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

Recommended Action:
 Information

Attachments:

Clipper® Executive Board

October 23, 2023

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

Our current schedule (see top of Attachment A) shows the work remaining in two workstreams:

- Equipment Installation, and
- Account-based System Implementation, which consists of System Testing (shown in light-blue, as this is non-customer facing), a pre-Transition pilot test that will include public participants, and concluding with the transition of all customers to the new Account-based system.

Cubic's schedule submitted in September is consistent with Attachment A. MTC has approved the submitted schedule and directed Cubic to proceed according to that schedule pending execution of a future Change Order to true up the milestone dates in the contract. Based on our assessment of the remaining work, we are projecting that on-board equipment installation will be complete at the end of 2023 and that Customer Transition will start in the summer of 2024. This date is when we expect to have the new Clipper back-office system fully operational, all new equipment installed across 22 transit agencies in the Bay Area, and ancillary equipment such as handheld fare inspection devices and retail sales devices ready for operations. MTC is currently reviewing Cubic's October schedule submittal for discussion in November.

Next Generation Schedule Risk

Risk assessment, mitigation and management are critical to project success. The project team reviews the risks to C2 each month and staff will list the top/key risks based on our current assessment in this section each month to keep the Board apprised:

- Completion of all of business rules updates to support the Fare Integration Task Force modifications allowing for end-to-end testing of the entire system with all new transfer rules prior to Customer Transition.
- Completion of all hardware installation at all locations, including installation projects by transit operators (e.g., BART network deployment and new fare gate procurement).
- Coordination of the various project components and the timing to “land on a dime” with multiple contractors for the various parts of the system. (e.g., working with the customer service contractor, fare media suppliers, and transit agency vendors for components such as ticket machines and computer-aided dispatch / automatic vehicle location (CAD/AVL) systems, as well as training transit agency staff.)

These risks, if realized, have the potential to impact the planned summer 2024 transition date.

The current schedule has very limited float and assumes all the required work to make the transition possible “goes right.” Staff will continue to closely monitor the schedule and provide monthly updates to this Board.

Next Generation Implementation

Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering C2, upcoming activities and deliverables for MTC, Cubic Transportation Systems, and the transit operators, and other noteworthy items managed by the project team.

Next Generation Deployment

Clipper reader installations at rail and ferry stations are complete at AC Transit, Caltrain, Golden Gate Ferry, Sonoma-Marín Area Rail Transit (SMART), Santa Clara Valley Transportation Authority (VTA), and San Francisco Bay Area Water Emergency Transportation Authority (WETA); installation for San Francisco Municipal Transportation Agency's (SFMTA) (4 stand-alone validators) is expected to be completed in the near future. Onboard Clipper reader installations are completed at Santa Rosa CityBus, Petaluma Transit, Livermore/Amador Valley Transit Authority (LAVTA), SamTrans, VTA, County Connection, FAST, Sonoma County, TriDelta, Union City with a handful of buses remaining to be installed at Napa, Marin Transit, SolTrans and Vacaville. Fleet installs at AC Transit started recently with WestCAT expected to

begin in the near future. SFMTA is 96% complete. Clipper retail sales devices are being replaced with their Next Generation counterparts at Bay Area Walgreens, Whole Foods, and local retailers. Included as Attachment B to this memorandum is a presentation showing recent pictures of Next Generation Clipper device installations.

Issues:

None identified.

Recommendations:

Information

Attachments:

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

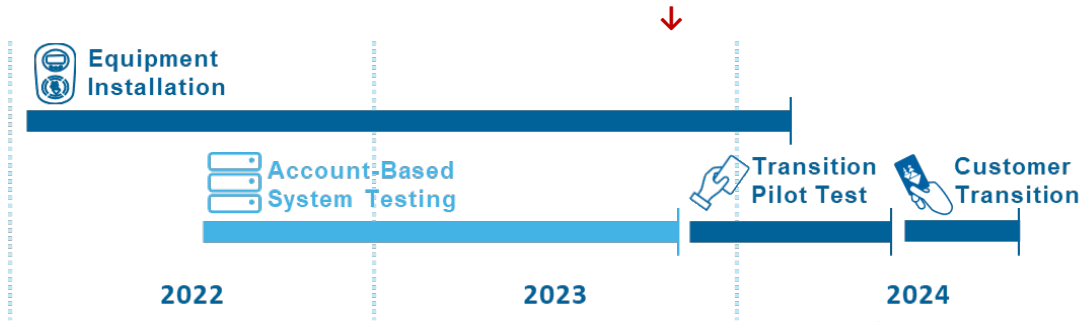


Carol Kuester



Next Generation Clipper Program

Executive Summary Status Report – October 23, 2023



Summary

- Regionwide installation of onboard validators and retail sales devices continues. BART fare gate validator pilot installation underway.
- Account-based System Demonstration Testing (SDT) and User Acceptance Testing (UAT) complete. Initial System Integration Testing (SIT) underway. Review of pre-Transition SIT procedures ongoing.
- Review of C2 Business Rules resubmittal complete. Review of Transition and Operations Plans resubmittal underway. Operations and Maintenance (O&M) documents resubmittal expected shortly.
- Technical and planning discussions continue with operators on various topics, including new device installation, BART coordination, and paratransit/third-party integration.
- Fare Card Fulfillment contract executed. Preparation for Limited-Use Fare Ticket procurement underway.
- Joint coordination meetings ongoing between MTC and C2 Contractors Cubic (System Integrator and Fare Media Fulfillment), WSP (Customer Service Center), and Fiserv (Payment Services).

Recently Completed Activities

	MTC/IBI	Cubic	Operators	Date
• New Devices:				
o Regionwide installation (cont'd.)	●	●	●	ongoing
o BART fare gate validator pilot installation	●	●	●	Sep 22
• Account-based System Testing:				
o SIT procedures review for Customer Service Terminal	●		●	Sep 12
o Fare Inspection and Mobile Payment Solution SDT witnessing	●	●	●	Oct 12
• Account-based System Documentation:				
o C2 Business Rules resubmittal review	●		●	Sep 28
o Transition & Operations Plans resubmittal review	●		●	Oct 16

Upcoming Activities/Deliverables

	MTC/IBI	Cubic	Operators	Date
• New Devices:				
o BART fare gate validator testing (cont'd.)	●	●	●	Oct
• Account-based System Testing:				
o System Integration Testing		●		Oct–Nov
o Pilot Testing	●	●	●	Nov–Dec
• Account-based System Documentation:				
o O&M Documents resubmittal review	●		●	Oct–Nov
• Clipper Executive Board Meeting	●		●	Nov 27



Clipper® Next Generation Equipment Pilot Installation Pictures

Clipper Executive Board
October 23, 2023



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1178 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 9/1/2023 **In control:** Clipper Executive Board

On agenda: 10/23/2023 **Final action:**

Title: Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance

Sponsors:

Indexes:

Code sections:

Attachments: [4b Current Clipper Operations and Performance Update](#)
[4bi Clipper Data Clipper Executive Board](#)

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:

Edward Meng

Recommended Action:

Information

Attachments:

Clipper® Executive Board

October 23, 2023

Agenda Item 4b

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the Board's August 2023 meeting.

Background:

Transaction and Sales

In September 2023, Clipper processed nearly 13 million transactions and settled over \$29 million in revenue.

Clipper Mobile Card Creation and Usage

- Nearly 500,000 plastic cards have been transferred to mobile wallets, and over 1.6 million new mobile cards have been created since program launch.
- Customers have now taken over 51.4 million trips using Clipper mobile cards. This represents about 19% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of September 2023 alone, almost 28% of Clipper trips were taken using a mobile card.

Clipper START Card Issuance and Usage

- Over 27,000 applications have been submitted through September 2023, with over 24,000 approved.
- As of October 1st, 2023, almost 18,000 unique Clipper START cards have been used.
- Of the over 2,500,000 Clipper START trips taken since the program launched, over 444,000 were taken using a mobile Clipper card. This represents around 17% of Clipper START trips.

Quarterly Fare Change Deadline

- Fare changes and updates are scheduled to occur quarterly to limit demands on development and testing resources as work continues porting current Clipper business rules to Next Generation Clipper devices and developing the Next Generation Account-based System.
- The deadline for requesting fare changes for April 1, 2024 is Tuesday, January 2, 2024.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Clipper® Operations and Performance Update Charts and Figures



Carol Kuester



Clipper® Operations and Performance Update

Charts and Figures

Clipper Executive Board

October 23, 2023

While overall Clipper ridership has dropped, rides using cash value has increased, which sets up well for Next Generation Clipper.

	Monthly Clipper Trips Cash Value	Monthly Clipper Trips Product*	Monthly Clipper Trips Total
February 2020	10,713,307	10,157,196	20,870,503
August 2022	6,091,840	3,900,653	9,992,493
August 2023	7,339,571	4,790,860	12,130,431
% Change from Feb 2020 to Aug 2023	-31%	-53%	-42%
% Change from Aug 2022 to Aug 2023	+20%	+23%	+21%

*Passes, Clipper START, BART HVD, Day Pass Accumulators, and Transfers considered Products



On an average weekday, BART AM commute patterns at Downtown San Francisco and Oakland stations have changed. Ridership is coming back, and new patterns are emerging.

	Downtown San Francisco (Emb, Mont, Pow, CC)	Downtown Oakland (12 th St, 19 th St, Lake Merritt)
February 2020		
AM Commute (7am - 10am)	73,246	12,401
Avg Weekday Exits		
August 2022		
AM Commute (7am – 10am) Avg	20,014	2,964
Weekday Exits		
August 2023		
AM Commute (7am – 10am) Avg	24,665	4,065
Weekday Exits		
% Change from Feb 2020 to Aug 2023	-66%	-67%
% Change from Aug 2022 to Aug 2023	+23%	+37%



Clipper® Fact of the Month

+21%

INCREASE IN CLIPPER TRIPS
AUGUST 2022 VS AUGUST 2023





Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1270 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 9/28/2023 **In control:** Clipper Executive Board
On agenda: 10/23/2023 **Final action:**
Title: Proposed 2024 Clipper Executive Board Calendar
Sponsors:
Indexes:
Code sections:
Attachments: [4c Proposed 2024 Clipper Executive Board Meeting Calendar](#)
[4ci 2024 CEB Proposed Calendar](#)

Date	Ver.	Action By	Action	Result
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Subject:
Proposed 2024 Clipper Executive Board Calendar

Presenter:
Akash Ghosal

Recommended Action:
Information

Attachments:

Clipper® Executive Board

October 23, 2023

Agenda Item 4c

Proposed 2024 Clipper® Executive Board Meeting Calendar

Subject:

Suggested Dates for 2024 Clipper Executive Board Meetings for Board Review

Background:

Per the Clipper Executive Board Procedures Manual adopted by the Board in February 2016, the Board adopts a regular board meeting calendar annually. The proposed 2024 Clipper Executive Board Calendar is shown in Attachment A. Staff will bring this item for approval at the next Clipper Executive Board meeting.

Staff recommends that the Board continue to meet on the 4th Monday of each calendar month approximately from 1:30 to 3:00 pm, except when that day falls on a holiday (May 2024 and December 2024). Currently, there are no listed conflicts with other major MTC meetings or American Public Transportation Association (APTA) events posted as of October 2023. There are no posted meeting dates for the Conference of Minority Transportation Officials (COMTO), California Transit Association (CTA), or Women's Transportation Seminar (WTS) to accommodate at this time.

Issues:

None identified.

Recommendation:

Information.

Attachments:

- Attachment A: Proposed 2024 Clipper® Executive Board Calendar



Carol Kuester



Proposed 2024 CEB Calendar (Holidays)

JANUARY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

FEBRUARY

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

MARCH

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

APRIL

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MAY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20*	21	22	23	24	25
26	27	28	29	30	31	

JUNE

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

JULY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

DECEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16*	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1332 **Version:** 1 **Name:**
Type: Contract **Status:** Informational
File created: 10/12/2023 **In control:** Clipper Executive Board
On agenda: 10/23/2023 **Final action:**
Title: Acting Clipper Executive Director
Update on Clipper Executive Director position.

Sponsors:

Indexes:

Code sections:

Attachments: [4d Acting Clipper Executive Director](#)

Date	Ver.	Action By	Action	Result
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Subject:

Acting Clipper Executive Director
Update on Clipper Executive Director position.

Presenter:

Andrew Fremier

Recommended Action:

Information

Attachments:

Clipper® Executive Board

October 23, 2023

Agenda Item 4d

Acting Clipper Executive Director

Subject:

Update on Clipper Executive Director position.

Background:

The current Clipper Executive Director, Carol Kuester, will be leaving MTC on November 9, 2023. Per the current MOU, “The Clipper Executive Director shall be selected and appointed by the Contracting Agency following consultation with the Executive Board to factor in any Executive Board concerns. The Contracting Agency will directly engage the Clipper Executive Director as its employee or independent contractor in accordance with any civil service or procurement rules applicable to the Contracting Agency. The Clipper Executive Director shall be Carol Kuester, or her successor as MTC’s Section Director of Electronic Payments (or comparable position), subject to Article III.I.” The relevant portion of Article III.I states “Contracting Agency shall not engage the successor to the initial and successor Executive Directors without the concurrence of the Executive Board. The Contracting Agency shall collaborate with the Executive Board in considering potential candidates for Executive Director.” Effective on November 10, 2023, Jason Weinstein will be MTC’s acting Section Director of Electronic Payments. MTC has consulted with the Clipper Executive Board chair and vice chair and recommend that Jason also serve as the acting Clipper Executive Director effective the same date. Staff will return to the board in early 2024 with an update on this item.

Issues:

None identified.

Recommendations:

Information.



Andrew B. Fremier