



Metropolitan Transportation Commission

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

Meeting Agenda

Operations Committee

Committee Members:

Dave Cortese, Chair Damon Connolly, Vice Chair

*Anne W. Halsted, Sam Liccardo, Jake Mackenzie,
David Rabbitt, Warren Slocum, James P. Spering*

Non-Voting Members: Dorene M. Giacomini and Janea Jackson

Friday, May 10, 2019

9:00 AM

Board Room - 1st Floor

***** PLEASE NOTE MEETING TIME *****

This meeting is scheduled to be webcast live on the Metropolitan Transportation Commission's Website: <http://mtc.ca.gov/whats-happening/meetings> and will take place at 9:00 a.m.

1. Roll Call / Confirm Quorum

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

2. Pledge of Allegiance

3. Compensation Announcement - Clerk of the Committee

4. Consent Calendar

4a. [19-0366](#) Minutes of the April 12, 2019 Meeting

Action: Committee Approval

Attachments: [4a OPS Minutes_Apr 2019.pdf](#)

4b. [19-0261](#) Contract Amendments - Freeway Service Patrol (FSP) Beat 12 Ken Betts, Inc. DBA Ken Betts Towing Service (\$560,000), and Beat 32 Campbell Collision Center Inc. DBA Bob's Towing Service (\$510,000)

Action: Committee Approval

Presenter: Giovanni DiFabio

Attachments: [4b_FSP Amendments.pdf](#)

- 4c. [19-0367](#) Contract Actions - Customer Research, Education and Outreach for the Clipper® Program
- i. Contract Amendment - Customer Information Services: MIG, Inc. (\$770,000); and
 - ii. Contract Amendment - Electronic Payments Consultant Assistance Services: Resource Development Associates, Inc. (\$270,000)

Action: Committee Approval

Presenter: Lysa Hale

Attachments: [4c Clipper Customer Research Education.pdf](#)

- 4d. [19-0369](#) Contract Actions - In-person Clipper® Customer Service Center Amendments
- i. Contract Amendment - Clipper Customer Service Center Operations at Embarcadero Bay Area Rapid Transit Station: Faneuil, Inc. (Faneuil) (\$415,000);
 - ii. Contract Amendment - Clipper Customer Service Center Operations at the San Francisco Ferry Building: Nematode Holdings, LLC (Nematode) (\$300,000); and
 - iii. Funding Agreement Amendment - Clipper Customer Service Center Operations at Alameda-Contra Costa Transit District Headquarters (AC Transit): AC Transit (\$250,000)

Action: Committee Approval

Presenter: Lysa Hale

Attachments: [4d Clipper Customer Service Ctrs.pdf](#)

5. Information

- 5a. [19-0265](#) Bike Share Update and Expansion Efforts

Update on bike share with a focus on the Bay Area bike share program operated by Bay Area Motivate, Inc. (Motivate), under contracts with MTC and the participating cities of Berkeley, Emeryville, Oakland, San Francisco and San Jose.

Action: Information

Presenter: Kara Oberg

Attachments: [5a Ford GoBike Update May 2019 REV.pdf](#)

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the Operations Committee will be Friday, June 14, 2019 at 9:00 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA.

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.

MTC's Chair and Vice-Chair are ex-officio voting members of all standing Committees.