



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

## Meeting Minutes - Final

### Clipper Executive Board

*Members:*

*Rick Ramacier, Chair      Robert Powers, Vice Chair*

*Nuria Fernandez, Jim Hartnett, Michael Hursh,  
Therese W. McMillan, Denis Mulligan,  
Nina Rannells, and Jeffrey Tumlin*

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Monday, April 13, 2020

1:30 PM

Bay Area Metro Center  
375 Beale Street  
San Francisco, CA 94105  
Board Room – 1st Floor (Remotely)

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The Clipper® Executive Board will be meeting on April 13, 2020 at 1:30 p.m., in the Bay Area Metro Center (Remotely). In light of Governor Newsom's State of Emergency declaration regarding the COVID-19 outbreak and in accordance with Executive Order N-29-20 issued by Governor Newsom on March 17, 2020 and the Guidance for Gatherings issued by the California Department of Public Health, the meeting will be conducted via webcast, teleconference, and Zoom for committee, commission, or board members who will participate in the meeting from individual remote locations.

A Zoom panelist link for meeting participants will be sent separately to board members.

The meeting webcast will be available at <http://mtc.ca.gov/whats-happening/meetings>  
Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Attendee Link: <https://bayareametro.zoom.us/j/212785296>

Join by Telephone: 888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 212 785 296

Members of the public may participate by phone or Zoom or may submit comments by email at [info@bayareametro.gov](mailto: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. Roll Call / Confirm Quorum

**Present:** 9 - Board Member Mulligan, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Chair Ramacier, Board Member Rannells, Board Member McMillan, Vice Chair Powers, and Board Member Tumlin

## 2. Consent Calendar

**Upon the motion by Board Member Tumlin 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 Fernandez, Board Member Hartnett, Board Member Hursh, Chair Ramacier, Board Member Rannells, Board Member McMillan, Vice Chair Powers and Board Member Tumlin

**2a.**     [20-0364](#)     Minutes of the February 24, 2020 Meeting

**Action:** Board Approval

**Attachments:** [2a\\_CEB Minutes\\_Feb 24 2020.pdf](#)

**2b.**     [20-0440](#)     Reappointment of Fare Integration Task Force Members

**Action:** Board Approval

**Presenter:** William Bacon

**Attachments:** [2b Fare Integration Task Force.pdf](#)

## 3. Approval

**3a.**     [20-0441](#)     Clipper® Two Year Budget and Work Plan

The Clipper budget and work plan for Fiscal Years (FY) 2020-2021 and 2021-22 for the Executive Board's review and approval.

**Action:** Board Approval

**Presenter:** Edward Meng

**Attachments:** [3a Clipper Two Year Budget and Work Plan.pdf](#)

**Upon the motion by Board Member Hursh and second by Board Member Fernandez, the Clipper® Two Year Budget and Work Plan was deferred to the May 11, 2020 Clipper Executive Board Meeting. The motion was unanimously carried by the following vote:**

**Aye:** 9 - Board Member Mulligan, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Chair Ramacier, Board Member Rannells, Board Member McMillan, Vice Chair Powers and Board Member Tumlin

- 3b.**     [20-0589](#)     Clipper® Contract Amendments - Customer Research, Education and Outreach: MIG, Inc. (\$1,135,000), Caribou Public Relations (\$150,000) and Resource Development Associates (\$150,000); Contract - Customer Research, Education and Outreach: MIG, Inc. (\$200,000)

Request for approval of contract actions for Clipper customer research, education and outreach: contract amendments for MIG, Inc. (\$1,135,000), Caribou Public Relations (\$150,000) and Resource Development Associates (\$150,000); contract for MIG, Inc. (\$200,000).

**Action:** Board Approval

**Presenter:** Lysa Hale

**Attachments:** [3b\\_Clipper Customer Education Contracts.pdf](#)

Upon the motion by Board Member McMillan and second by Board Member Mulligan, the Clipper® Contract Amendments - Customer Research, Education and Outreach: MIG, Inc. (\$1,135,000), Caribou Public Relations (\$150,000) and Resource Development Associates (\$150,000); Contract - Customer Research, Education and Outreach: MIG, Inc. (\$200,000) was deferred to the May 11, 2020 Clipper Executive Board Meeting. The motion was unanimously carried by the following vote:

**Aye:** 9 - Board Member Mulligan, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Chair Ramacier, Board Member Rannells, Board Member McMillan, Vice Chair Powers and Board Member Tumlin

- 3c.**     [20-0590](#)     Clipper® In-Person Customer Service Centers (IPCSCs) Contract Actions: Contract Amendment - Faneuil, Inc. (\$425,000); Contract - Nematode Holdings, LLC (\$335,000) and Funding Agreement Amendment - Alameda-Contra Costa Transit District (\$250,000)

Request for approval of contract actions for Clipper in-person customer service centers: Faneuil, Inc. (\$425,000), Nematode Holdings, LLC (\$335,000) and Alameda-Contra Costa Transit District (\$250,000).

**Action:** Board Approval

**Presenter:** Kelley Jackson

**Attachments:** [3c\\_Clipper In-Person Customer Service.pdf](#)

Upon the motion by Board Member Fernandez and second by Board Member Hartnett, the Clipper® In-Person Customer Service Centers (IPCSCs) Contract Actions: Contract Amendment - Faneuil, Inc. (\$425,000); Contract - Nematode Holdings, LLC (\$335,000) and Funding Agreement Amendment - Alameda-Contra Costa Transit District (\$250,000) was deferred to the May 11, 2020 Clipper Executive Board Meeting. The motion was unanimously carried by the following vote:

**Aye:** 9 - Board Member Mulligan, Board Member Fernandez, Board Member Hartnett, Board Member Hursh, Chair Ramacier, Board Member Rannells, Board Member McMillan, Vice Chair Powers and Board Member Tumlin

#### 4. Information

- 4a. [20-0442](#) Clipper® Memorandum of Understanding (MOU) and Cost Sharing Agreements
- Update on the Clipper MOU Cost Sharing agreements between MTC and participating Clipper agencies.
- Action:** Information
- Presenter:** Edward Meng
- Attachments:** [4a\\_Clipper MOU Cost Sharing\\_rev.pdf](#)
- 4b. [20-0443](#) Current Clipper® System Update
- Update Board members on the current Clipper program. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the February 2020 meeting.
- Action:** Information
- Presenter:** Jason Weinstein
- Attachments:** [4b\\_C1 Program Update.pdf](#)
- 4c. [20-0444](#) Next Generation Clipper® System Update
- Update on key developments related to the implementation of the Next Generation Clipper System Integrator project.
- Action:** Information
- Presenter:** Jason Weinstein
- Attachments:** [4c\\_C2 Program Update.pdf](#)
- 4d. [20-0530](#) Clipper® START Means-Based Pilot Program Update
- Update on the Clipper START means-based pilot program.
- Action:** Information
- Presenter:** Lysa Hale
- Attachments:** [4d\\_Clipper START Update.pdf](#)

**4e.**     [20-0591](#)     Clipper® Intercept Survey Results

Results of biennial survey of Clipper customers and non-Clipper customers.

**Action:** Information

**Presenter:** Helise Cohn

**Attachments:** [4e\\_Clipper Intercept Surveys.pdf](#)

Aleta Dupree spoke on this item.

**4f.**     [20-0613](#)     Regional Transit Connection Discount Card (RTC) Program Administrative and Policy Change

Seek Board guidance to transition responsibility for the RTC program application and verification processes from the Bay Area Partnership Accessibility Committee (BAPAC) to the Clipper program and to modernize those processes and administer them consistently with regional youth and senior fare discounts.

**Action:** Information

**Presenter:** Lysa Hale

**Attachments:** [4f\\_RTC Administrative and Policy Change.pdf](#)

Aleta Dupree spoke on this item.

**5. Executive Director's Report – Kuester****6. Public Comment / Other Business**[20-0647](#)     Correspondence Received

**Attachments:** [6\\_Public Comment Redacted.pdf](#)

Aleta Dupree spoke on this item.

**7. Adjournment / Next Meeting**

The next meeting of the Clipper® Executive Board will be Monday, May 11, 2020 at 1:30 p.m. in the BART Board Room, 3rd Floor, 344 20th Street, Oakland, CA or remotely and by webcast as appropriate depending on the status of any shelter in place orders. Any changes to the schedule will be duly noticed to the public.