



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

Meeting Agenda

Clipper Executive Board

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

Monday, March 27, 2023

1:30 PM

Board Room - 1st Floor

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.

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. Committee 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. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/89961025331>

iPhone One-Tap: US: US: +13462487799,,89961025331# or +12532158782,,89961025331#

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: 899 6102 5331

International numbers available: <https://bayareametro.zoom.us/j/89961025331>

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

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

2. Consent Calendar

- 2a. [23-0461](#) Minutes of the February 27, 2023 Meeting

Action: Board Approval

Attachments: [02 Minutes of the February 27, 2023 CEB Meeting](#)

3. Approval

- 3a. [23-0462](#) Clipper® Contract Approval -Software Design to Support Third Party Integrations into the Next-Generation Clipper® (C2) System: Trapeze Software Group (\$1,069,523)

Action: Board Approval

Presenter: Maureen Devlin

Attachments: [3a Contract Action Trapeze for C2 Paratransit Integration](#)

- 3b. [23-0464](#) Clipper® Contract - Regional Transit Connection (RTC) Operations: TransSIGHT LLC (\$1,565,250)

Request for approval of a contract with TransSIGHT for eligibility verification and customer service for the Regional Transit Connection (RTC) program in an amount not to exceed \$1,565,250

Action: Board Approval

Presenter: Alison Edwards

Attachments: [3b Regional Transit Connection \(RTC\) Operations](#)
[3bi Clipper Contract – Reg. Transit Connection \(RTC\) Operations: TransSIGHT](#)

- 3c. [23-0463](#) Clipper® Unregistered Inactive Funds Disbursement (\$4,000,000)

Request Board approval of a resumption of disbursements of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account toward application of Clipper program operating expenses -- in this specific instance, \$4,000,000 for the FY 23/24 Clipper Operating Budget

Action: Board Approval

Presenter: David Weir

Attachments: [Clipper® Unregistered Inactive Funds Disbursement \(\\$4,000,000\)](#)

4. Information

- 4a. [23-0465](#) Clipper® Schedule, Implementation, and Deployment Update
- Update on key developments related to the Next Generation Clipper System (C2)
- Action:** Information
- Presenter:** Jason Weinstein
- Attachments:** [4a Clipper Schedule and Implementation](#)
[4ai_CEB Status Report 2023-03-27](#)
[4aii Clipper Next Generation Equipment Pilot Installation Pictures](#)
- 4b. [23-0466](#) 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 February 2023 meeting
- Action:** Information
- Presenter:** Jason Weinstein
- Attachments:** [4b Current Clipper Operations and Performance Update](#)
[4bi February Clipper Data Clipper Executive Board](#)

5. Executive Director's Report-Kuester

6. Public Comment / Other Business

*Board Members and members of the public participating by Zoom wishing to speak should use the "raise and" 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, April 24, 2023 at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA. 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 #: 23-0461 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 3/2/2023 **In control:** Clipper Executive Board
On agenda: 3/27/2023 **Final action:**
Title: Minutes of the February 27, 2023 Meeting
Sponsors:
Indexes:
Code sections:
Attachments: [02_Minutes of the February 27, 2023 CEB Meeting](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the February 27, 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

Members

Bill Churchill, Eddy Cumins, Andrew B. Fremier, Carolyn M.

Gonot,

Michael Hursh, Denis Mulligan, and Jeffrey Tumlin

Monday, February 27, 2023

1:30 PM

REMOTE

In light of Governor Newsom's State of Emergency declaration regarding COVID-19 and in accordance with Assembly Bill 361's (Rivas) provisions allowing remote meetings, this meeting will be accessible via webcast, teleconference, and Zoom for all participants.

A Zoom panelist link for meeting participants will be sent separately to Committee 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. Committee 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. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/85349255041>

iPhone One-Tap: US: +13462487799,,85349255041# or +17193594580,,85349255041#
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:853 4925 5041

International numbers available: <https://bayareametro.zoom.us/j/85349255041>

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

Member Gonot arrived during Agenda Item 4.

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 Mulligan and seconded by Board Member Hursh, the Consent Calendar was unanimously approved. The motion carried by the following vote:

Aye: 7 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Churchill, Board Member Chan and Board Member Cumins

Absent: 1 - Board Member Gonot

Abstain: 1 - Board Member Fremier

2a. [23-0294](#) Minutes of the January 23, 2023 Meeting

Action: Board Approval

Attachments: [2a_23-0294 Minutes of the January 23, 2023 Meeting](#)

3. Approval

3a. [23-0324](#) Contract Recommendation for Next Generation Clipper Fare Card Fulfillment: Cubic Transportation Systems, Inc. (\$6,000,000).

Request for approval of a contract for the provision of Clipper® fare card fulfillment services for the Next Generation Clipper System: Cubic Transportation Systems, Inc. (Cubic) (\$6,000,000)

Action: Board Approval

Presenter: Kelley Jackson

Attachments: [3a_23-0324 C2 Fare Card Fulfillment Contract_CEB](#)
[3ai Public Comment Gary Googins](#)

The following individuals spoke on this Item:
Aleta Dupree; and
Gary Googins.

Upon the motion by Board Member Mulligan and seconded by Board Member Chan, this Contract was approved. The motion carried by the following vote:

Aye: 8 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Churchill, Board Member Chan, Board Member Fremier and Board Member Cumins

Absent: 1 - Board Member Gonot

4. Information

4a. [23-0295](#) Clipper® Schedule, Implementation, and Deployment Update

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

Action: Information

Presenter: Jason Weinstein

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

[4ai CEB Status Report 2023-02-27](#)

[4aii Clipper Next Generation Equipment Pilot Installation Pictures](#)

The following individuals spoke on this Item:
Adina Levin, MTC Policy Advisory Council, Seamless Bay Area.

4b. [23-0296](#) 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 January 2023 meeting

Action: Information

Presenter: Jason Weinstein

Attachments: [4b Current Clipper Operations and Performance Update](#)

[4bi January Clipper Data Clipper Executive Board](#)

The following individuals spoke on this Item:
Aleta Dupree.

4c. [23-0387](#) Proposed Inter-Operator Transfer Discount Policy Update

Clipper staff will update Board members on the implementation, design, and testing of the proposed inter-operator transfer discount policy being considered by the Fare Integration Task Force (FITF) prior to its full approval.

Action: Information

Presenter: Edward Meng and William Bacon

Attachments: [4c_Proposed Inter-Operator Transfer Discount Policy Update](#)
[4ci FITF Slides 01 23 2023](#)

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

4d. [23-0416](#) In-Person Meetings/Brown Act/AB 2449

Report on Return to In-Person Meetings/Brown Act/AB 2449

Action: Information

Presenter: Matt Lavrinets

Attachments: [4d_In-Person Meetings_Brown Act_AB 2449](#)
[4di 23-0416 Attachment A and B Brown Act-AB2449](#)

The following individuals spoke on this Item:
Adina Levin.

5. Executive Director's Report-Kuester

6. Public Comment / Other Business

The following individuals spoke on this Item:
Aleta Dupree.

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, March 27, 2023, at 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 #: 23-0462 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 3/2/2023 **In control:** Clipper Executive Board
On agenda: 3/27/2023 **Final action:**
Title: Clipper® Contract Approval -Software Design to Support Third Party Integrations into the Next-Generation Clipper® (C2) System: Trapeze Software Group (\$1,069,523)

Sponsors:

Indexes:

Code sections:

Attachments: [3a Contract Action Trapeze for C2 Paratransit Integration](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Contract Approval -Software Design to Support Third Party Integrations into the Next-Generation Clipper® (C2) System: Trapeze Software Group (\$1,069,523)

Presenter:

Maureen Devlin

Recommended Action:

Board Approval

Attachments:

Clipper® Executive Board

March 27, 2023

Agenda Item 3a

Clipper® Contract Approval –Software Design to Support Third Party Integration with the Next Generation Clipper (C2) System: Trapeze Software Group (\$1,069,523)

Subject:

Request for approval of a Contract with Trapeze Software Group to customize Trapeze's paratransit booking software in an amount not to exceed (\$1,069,523).

Background:

The C2 SI contract includes Third Party integration through application programming interfaces (APIs), and requires Cubic to design for paratransit software systems Trapeze PASS and Stratagen ADEPT. To leverage the Clipper APIs, the paratransit software needs to connect to Cubic's Azure cloud hosted back-office through the APIs to communicate account and fare transaction information to the Clipper system.

During 2020, a working group of transit operators and paratransit operator staff confirmed that APIs were the preferred regional strategy for integration with paratransit, and that fare payment would be posted to the customer's account upon a trip being performed. This would result in a consistent regional payment experience and not require the customer to prepay. The working group identified technical and financial needs to move forward with the integration, and requested support from MTC including managing paratransit integration as a regional project and support for costs to upgrade paratransit dispatch software as may be needed to support integration.

Trapeze is the paratransit software provider for 13 transit agencies in the Bay area. These agencies invited Trapeze and MTC to a meeting in December 2020 to discuss the C2 project. MTC has continued to meet with Trapeze to discuss the C2 design and asked for a statement of work and pricing for any API design that would be required for Trapeze to use Cubic's APIs.

As an outcome to those discussions, Trapeze has proposed that the project have two statements of work (SOWs).

1. Pilot Agency (SFMTA) - Test APIs and determine optimal version of Trapeze by starting with one transit operator to undertake development, testing and piloting.

2. Multi-Agency - Phased deployment at the other 12 agencies (County Connection, LAVTA, Marin County, Napa County, Petaluma, SamTrans, Santa Rosa, Solano County, Sonoma County, TriDelta, WestCat, VTA) once the pilot agency system has been successfully piloted and tested.

Transit agency staff received the two statements of work to review on May 23, 2022. Trapeze met with transit agency staff to discuss the C2 project on July 6th, 2022. Trapeze has revised the statements of work to address comments and reissued in late 2022. These versions were reviewed by staff in February 2023; additional comments were received and addressed.

In terms of contracting, MTC will contract with Trapeze for API design and testing for integration with C2. The transit agencies will continue to contract with Trapeze as they currently do. The transit agencies will enter into a cooperative agreement with MTC to acknowledge they are beneficiaries of MTC's contract with Trapeze.

Funding for the project is through the Blue Ribbon Transit Recovery Task Force (STA funds) and has been programmed and allocated.

Issues:

No technical issues identified. Funds were set aside in the Two-Year Clipper Capital Budget and Work Plan approved by this Board on June 27, 2022.

Recommendation:

Staff recommends that the Board approve a Contract with Trapeze Software Group in an amount not to exceed \$1,069,523, to provide integration for paratransit with APIs as described above.

Attachments:

- None.



Carol Kuester

Request for Board Approval

Summary of Proposed Contract with Trapeze Software Group

Contractor: Trapeze Software Group
Cedar Falls, IA

Work Project Title: Software modifications to Trapeze EZ Wallet APIs software to allow Trapeze PASS to connect with the C2 back-office for fare payment.

Purpose of Project: To create Clipper as a payment option for paratransit customers.

Brief Scope of Work: Trapeze Software Group will modify its EZ Wallet APIs software, deploy, test and implement at 13 Clipper agencies.

Project Cost Not to Exceed: \$1,069,523

Funding Source: Blue Ribbon Task Force

Fiscal Impact: Funds available in the 2022-23 MTC agency budget

Motion by Board: That a contract amendment with Trapeze Software Group described above and in the Clipper Executive Director's summary sheet dated March 27, 2023, is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: March 27, 2023



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0464 **Version:** 1 **Name:**

Type: Report **Status:** Committee Approval

File created: 3/2/2023 **In control:** Clipper Executive Board

On agenda: 3/27/2023 **Final action:**

Title: Clipper® Contract - Regional Transit Connection (RTC) Operations: TransSIGHT LLC (\$1,565,250)

Request for approval of a contract with TransSIGHT for eligibility verification and customer service for the Regional Transit Connection (RTC) program in an amount not to exceed \$1,565,250

Sponsors:

Indexes:

Code sections:

Attachments: [3b Regional Transit Connection \(RTC\) Operations](#)
[3bi Clipper Contract – Reg. Transit Connection \(RTC\) Operations: TransSIGHT](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Contract - Regional Transit Connection (RTC) Operations: TransSIGHT LLC (\$1,565,250)

Request for approval of a contract with TransSIGHT for eligibility verification and customer service for the Regional Transit Connection (RTC) program in an amount not to exceed \$1,565,250

Presenter:

Alison Edwards

Recommended Action:

Board Approval

Attachments:

Clipper® Executive Board

March 27, 2023

Agenda Item 3b

Clipper® Contract – Regional Transit Connection (RTC) Operations: TransSIGHT LLC (TransSIGHT) (\$1,565,250)

Subject:

Request for approval of a contract with TransSIGHT for eligibility verification and customer service for the Regional Transit Connection (RTC) program in an amount not to exceed \$1,565,250.

Background:

The Regional Transit Connection (RTC) discount card is available to persons with qualifying disabilities. Individuals may use the card as proof of eligibility to receive discounted fares on fixed route, rail and ferry systems throughout the San Francisco Bay Area. The RTC discount card is also a Clipper card, and individuals can add cash value or passes to their card. Each transit agency's specific fare information and discounts can be found on their respective websites.

Applications for the RTC program are accepted in-person at participating San Francisco Bay Area transit agencies and by mail. Applicants are verified for eligibility against the program guidelines by an eligibility verifier.

MTC conducted a procurement for a new eligibility verifier for the RTC program. One proposal was received, from TransSIGHT.

The prospective contractor was evaluated on qualifications and team experience, approach, experience handling PII/private information, cost effectiveness and presentation. The prospective contractor was also evaluated on its status as a Small Business Enterprise or the status of its subcontractors as Small Business Enterprises. There was a total of 110 available points in the scoring. Following are the scores for TransSIGHT:

- Qualifications and Team Experience: 23.4
- Approach: 16.8
- Experience handling PII/private information: 15
- Cost Effectiveness: 30

- Presentation: 3.2
- Small Business Enterprise: 10

Total points awarded were 96.

TransSIGHT's subcontractor for this contract is Magellan Solutions, USA.

Issues:

None identified.

Recommendation:

Staff recommends that the Board approve the contract with TransSIGHT in an amount not to exceed \$1,565,250 for the RTC Eligibility Verifier services described above for a period of four years ending on June 30th, 2027.

Attachments:

- Attachment A: Clipper Contract – Regional Transit Connection (RTC) Operations:
TransSIGHT



Carol Kuester

Request for Board Approval

Summary of Proposed Contract

Contractor (or “Consultant”): TransSIGHT LLC
Pleasanton, CA

Work Project Title: Regional Transit Connection (RTC) Eligibility Verifier

Purpose of Project: Under this contract, TransSIGHT will be the eligibility verifier for the RTC program.

Brief Scope of Work: TransSIGHT will manage the operations and customer service for the RTC program, including data entry for applicants, verifying the eligibility of applicants, notifying applicants who do not qualify for the program, ordering cards for approved applicants, participating in the appeals process for denied applications, collecting fees for replacement cards, maintaining the security of all personally-identifiable and other confidential information, and generating reports.

Project Cost Not to Exceed: \$1,565,250

Funding Source: Quick Strike Funds, STP, FHWA, SGR, Transit Operator Funds

Fiscal Impact: Pending 2023-24 MTC agency budget approval

Motion by Board: That a contract with TransSIGHT for the purposes described above and in the Clipper Executive Director’s summary sheet dated March 27, 2023 is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: March 27, 2023



Clipper ® Contract – Regional Transit Connection (RTC) Operations: TransSIGHT

Clipper Executive Board

March 27, 2023

Proposed Contract with TransSIGHT (\$1,565,250)

The Regional Transit Connection (RTC) program is Clipper's discount program for customers with qualifying disabilities. Operation of the RTC program requires the services of an eligibility verifier.

Responsibilities of the verifier:

- Data entry for applicants
- Verifying the eligibility of applicants
- Notifying applicants who do not qualify that their applications have been denied
- Ordering cards for approved applicants
- Participating in an appeals process for denied applications
- Collecting fees for replacement cards
- Maintaining the security of all personally-identifiable and other confidential information
- Generating reports



Proposed Contract with TransSIGHT (\$1,565,250)

- MTC's contract with the current verifier expires on 8/31/23
- MTC conducted a procurement for a new verifier in December 2022 and received one proposal from TransSIGHT
- Staff completed their evaluation in February 2023

Your RTC Clipper Card



Proposed Contract with TransSIGHT (\$1,565,250)

Prospective contractor evaluations:

- Qualifications and team experience: 23.4/30
- Approach: 16.8/20
- Experience handling PII/private information: 12.6/15
- Price: 30/30
- Presentation: 3.2/5
- SBE: 10/10
- Total: 96/110





Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0463 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 3/2/2023 **In control:** Clipper Executive Board

On agenda: 3/27/2023 **Final action:**

Title: Clipper® Unregistered Inactive Funds Disbursement (\$4,000,000)

Request Board approval of a resumption of disbursements of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account toward application of Clipper program operating expenses -- in this specific instance, \$4,000,000 for the FY 23/24 Clipper Operating Budget

Sponsors:

Indexes:

Code sections:

Attachments: [Clipper® Unregistered Inactive Funds Disbursement \(\\$4,000,000\)](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Unregistered Inactive Funds Disbursement (\$4,000,000)

Request Board approval of a resumption of disbursements of money, representing balances on unregistered inactive Clipper cards, from the Clipper Float Account toward application of Clipper program operating expenses -- in this specific instance, \$4,000,000 for the FY 23/24 Clipper Operating Budget

Presenter:

David Weir

Recommended Action:

Board Approval

Attachments:

Attachment A
Calculations of Clipper Unregistered Inactive Funds Through Calendar Year 2022

	2017	2018	2019
Total Inactive Funds up to and including 2019 (gross amounts)	\$ 4,440,283.52	\$ 6,199,570.29	\$ 8,194,317.76
Less: Accumulated renewed card activity as of the end of the year indicated	\$ -	\$ 136,672.52	\$ 311,275.63
Total Inactive Funds up to and including 2019 (net of any re-activity)	\$ 4,440,283.52	\$ 6,062,897.77	\$ 7,883,042.13
Total set-asides and replenishments of reserve as of the beginning of the year indicated		\$ 444,028.35	\$ 606,289.78
Less: Depletions of reserve through renewed card activity in the year indicated		\$ 136,672.52	\$ 174,603.11
Balance of reserve as of the end of the year indicated		\$ 307,355.83	\$ 431,686.67
Amount of desired fully-funded 10% reserve	\$ 444,028.35	\$ 606,289.78	\$ 788,304.21
Less: Balance of reserve as of the end of the year indicated		\$ 307,355.83	\$ 431,686.67
Deficiency in reserve	\$ 444,028.35	\$ 298,933.95	\$ 356,617.55
Funds that became Inactive during year indicated	\$ 4,440,283.52	\$ 1,759,286.77	\$ 1,994,747.47
Less: Set-aside/Replenishment of reserve deficiency	\$ 444,028.35	\$ 298,933.95	\$ 356,617.55
Inactive Funds that were disbursed	\$ 3,996,255.17	\$ 1,460,352.83	\$ 1,638,129.92

	2020
Total Inactive Funds through 2020 (gross amount)	\$ 12,054,298.38
Less: Accumulated renewed card activity through 2020	\$ 412,473.49
Total Inactive Funds up to and including 2020 (net of any re-activity)	\$ 11,641,824.89
Total set-asides and replenishments of reserve, prior to beginning of 2020	\$ 788,304.21
Less: Depletions of reserve through renewed card activity in 2020	\$ 101,197.86
Balance of reserve as of end of 2020	\$ 687,106.35
Amount of desired fully-funded 10% reserve	\$ 1,164,182.49
Less: Balance of reserve as of end of 2020	\$ 687,106.35
Deficiency in reserve	\$ 477,076.14
Funds that became Inactive in 2020	\$ 3,859,980.62
Less: Replenishment of reserve deficiency needed	\$ 477,076.14
Inactive Funds that could be disbursed	\$ 3,382,904.48

	2021
Total Inactive Funds through 2021 (gross amount)	\$ 17,102,724.50
Less: Accumulated renewed card activity through 2021	\$ 540,927.99
Total Inactive Funds up to and including 2021 (net of any re-activity)	\$ 16,561,796.51
Total set-asides and replenishments of reserve, prior to beginning of 2021	\$ 1,164,182.49
Less: Depletions of reserve through renewed card activity in 2021	\$ 128,454.50
Balance of reserve as of end of 2021	\$ 1,035,727.99

Amount of desired fully-funded 10% reserve	\$ 1,656,179.65
Less: Balance of reserve as of end of 2021	\$ 1,035,727.99
Deficiency in reserve	\$ 620,451.66
Funds that became Inactive in 2021	\$ 5,048,426.12
Less: Replenishment of reserve deficiency needed	\$ 620,451.66
Inactive Funds that could be disbursed	\$ 4,427,974.46

	<u>2022</u>
Total Inactive Funds through 2022 (gross amount)	\$ 25,120,930.88
Less: Accumulated renewed card activity through 2022	\$ 964,689.76
Total Inactive Funds up to and including 2022 (net of any re-activity)	\$ 24,156,241.12
Total set-asides and replenishments of reserve, prior to beginning of 2022	\$ 1,656,179.65
Less: Depletions of reserve through renewed card activity in 2022	\$ 423,761.77
Balance of reserve as of end of 2022	\$ 1,232,417.88
Amount of desired fully-funded 10% reserve	\$ 2,415,624.11
Less: Balance of reserve as of end of 2022	\$ 1,232,417.88
Deficiency in reserve	\$ 1,183,206.23
Funds that became Inactive in 2022	\$ 8,018,206.38
Less: Replenishment of reserve deficiency needed	\$ 1,183,206.23
Inactive Funds that could be disbursed	\$ 6,835,000.15



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0465 **Version:** 1 **Name:**
Type: Report **Status:** Informational
File created: 3/2/2023 **In control:** Clipper Executive Board
On agenda: 3/27/2023 **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: [4a Clipper Schedule and Implementation](#)
[4ai CEB Status Report 2023-03-27](#)
[4aaii 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 Next Generation Clipper System (C2)

Presenter:
Jason Weinstein

Recommended Action:
Information

Attachments:

Clipper® Executive Board

March 27, 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 transition of all customers to the new Account-based system and break out the Account-based System Testing, Transition Pilot Test, and Customer Transition.

Cubic's schedule submitted in February 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 installation work will be complete in early 2024 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 all ancillary equipment such as handheld fare inspection devices and retail sales devices ready for operations. MTC is currently reviewing Cubic's March schedule submittal for discussion in April.

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 Services, and the transit operators, and other noteworthy items managed by the project team.

Next Generation Deployment

Clipper reader installation at rail and ferry stations are complete at AC Transit, Caltrain, SMART and WETA; installations at GGF, VTA and SFMTA are 50% complete and expected to be completed in the near future. Onboard Clipper reader installations are completed at Santa Rosa CityBus and Petaluma Transit, a handful of buses remain to be installed at SamTrans, SFMTA is more than 50% complete, fleetwide install began at VTA in early March, and installations are beginning with Napa and other operators. 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

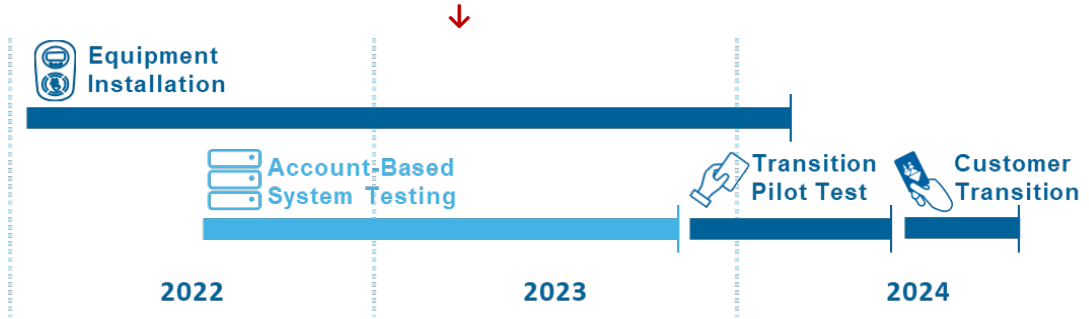


Carol Kuester



Next Generation Clipper Program

Executive Summary Status Report – March 27, 2023



Summary

- Installation of standalone validators (SAVs) nearing completion. Regionwide installation of onboard validators and retail sales devices continues. Pilot testing of operator control unit (OCU) and remaining onboard validator integration options continues.
- Account-based System Demonstration Testing (SDT) and User Acceptance Testing (UAT) continue.
- Technical and planning discussions continue with operators on various topics, including new device installation, BART and Muni equipment, paratransit/third-party integration, and Account-based fare rules.
- Joint coordination meetings ongoing between MTC and C2 Contractors Cubic (System Integrator), WSP (Customer Service Center), and Fiserv (Payment Services).
- Contract finalization underway with Fare Media Fulfillment Contractor. Request for Qualifications (RFQ) for Fare Ticket Suppliers in development.

Recently Completed Activities

	MTC/IBI	Cubic	Operators	Date
• New Devices:				
o Regionwide installation (cont'd.)	●	●	●	ongoing
• Account-based System Testing:				
o SDT for Fare Rules (SMART)	●	●	●	Feb 23
• Account-based Documentation:				
o Comments on resubmittal of Operator Business Rules	●		●	Mar 7

Upcoming Activities/Deliverables

	MTC/IBI	Cubic	Operators	Date
• New Devices:				
o Pilot installation/testing (cont'd.)	●	●	●	Mar–Apr
o BART fare gate test/pilot	●	●	●	Mar–May
• Account-based System Testing:				
o System Integration Test procedure review	●		●	Mar–Apr
o User Acceptance Testing (cont'd.)	●	●	●	Mar–Jun
o System Demonstration Testing (cont'd.)	●	●	●	Mar–May
o System Integration Testing	●	●	●	Apr–Jun
• Account-based Documentation:				
o Initial review of Operations and Maintenance Documents		●		Apr
• Clipper Executive Board Meeting	●		●	Apr 24



Clipper® Next Generation Equipment Pilot Installation Pictures

Clipper Executive Board
March 27, 2023

Napa On Board Validator Installation



VTA Onboard Validator Installation





Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0466 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 3/2/2023 **In control:** Clipper Executive Board

On agenda: 3/27/2023 **Final action:**

Title: 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 February 2023 meeting

Sponsors:

Indexes:

Code sections:

Attachments: [4b Current Clipper Operations and Performance Update](#)
[4bi February 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; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the February 2023 meeting

Presenter:

Jason Weinstein

Recommended Action:

Information

Attachments:

Clipper® Executive Board

March 27, 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 February 2023 meeting.

Background:

Transaction and Sales

In February 2023, Clipper processed over 10 million transactions and settled just over \$23 million in revenue. Vacaville resumed fare collection on February 1st after offering fare-free travel due to COVID-19.

Clipper Mobile Card Creation and Usage

- Over 407,000 plastic cards have been transferred to mobile wallets, and over 1 million new mobile cards have been created since program launch.
- Customers have now taken over 30 million trips using Clipper mobile cards. This represents about 17% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of February 2023 alone, around 24% of Clipper trips were taken using a mobile card.

Clipper START Card Issuance and Usage

- About 21,000 applications have been submitted through February 2023, with over 18,000 approved.
- As of February 2023, about 13,500 unique Clipper START cards have been used.
- Of the over 1,700,000 Clipper START trips taken since the program launched, over 262,000 were taken using a mobile Clipper card. This represents around 15% of Clipper START trips.

Customer Service Update

- Total CSRs taking calls: 41

- Total CSRs: 41 (0 CSRs on leave or in training)
- Clipper Customer Service Center is continuing to meet all established key performance indicators (KPIs)

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 July 1, 2023 is Monday, April 3, 2023.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Clipper System Transaction and Revenue & Mobile App Performance and Usage Charts and Figures



Carol Kuester



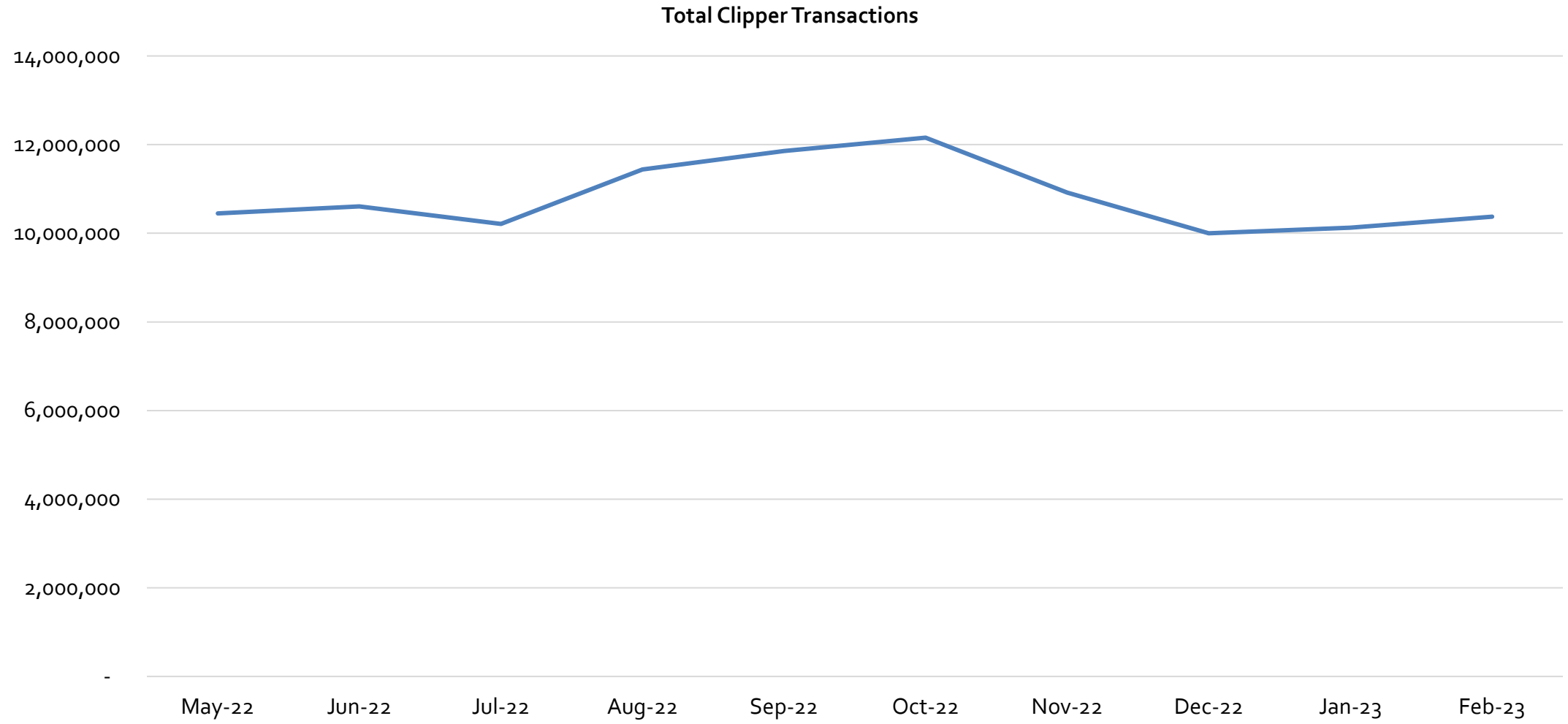
Clipper® System Transactions, Revenue, and Mobile Card Usage

Charts and Figures

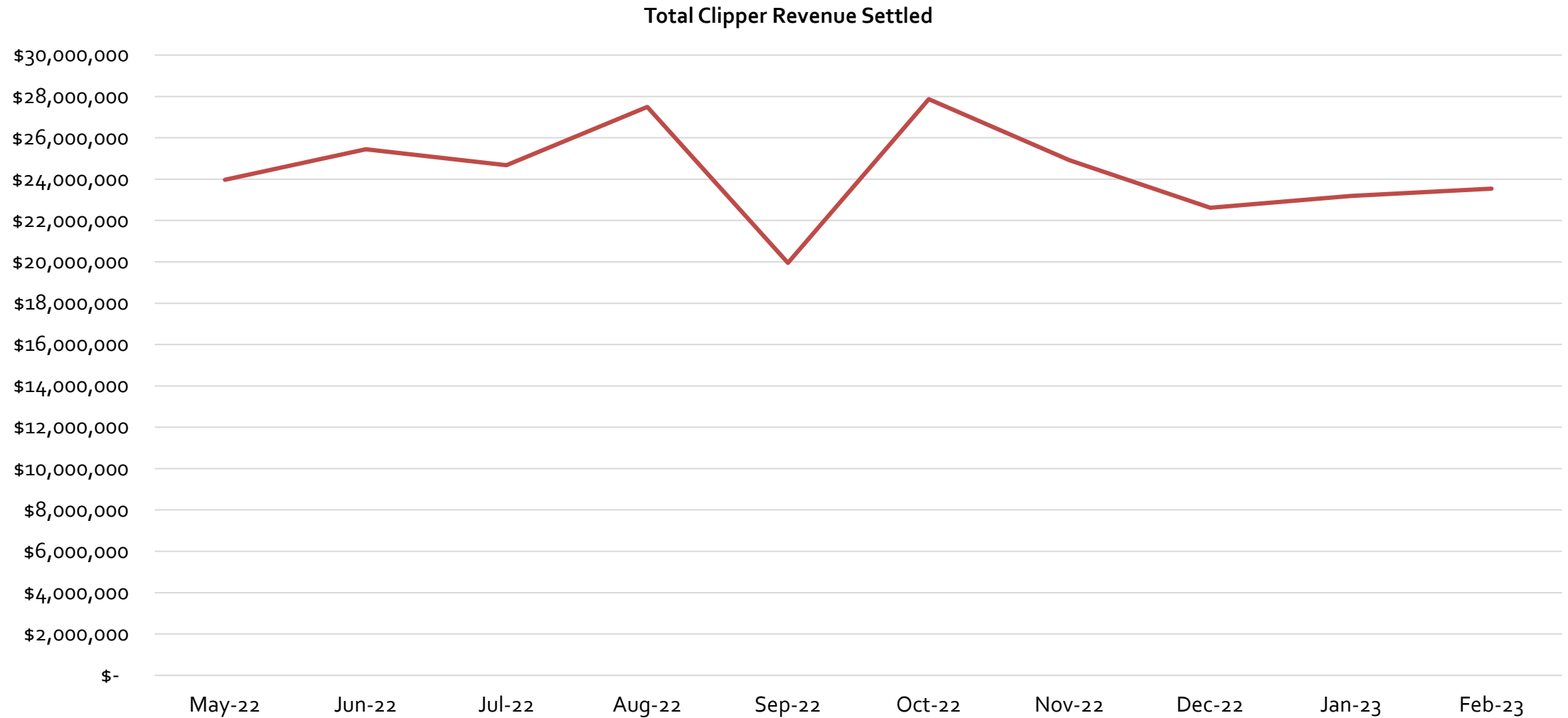
Clipper Executive Board

March 27, 2023

Total Clipper Transactions by Month



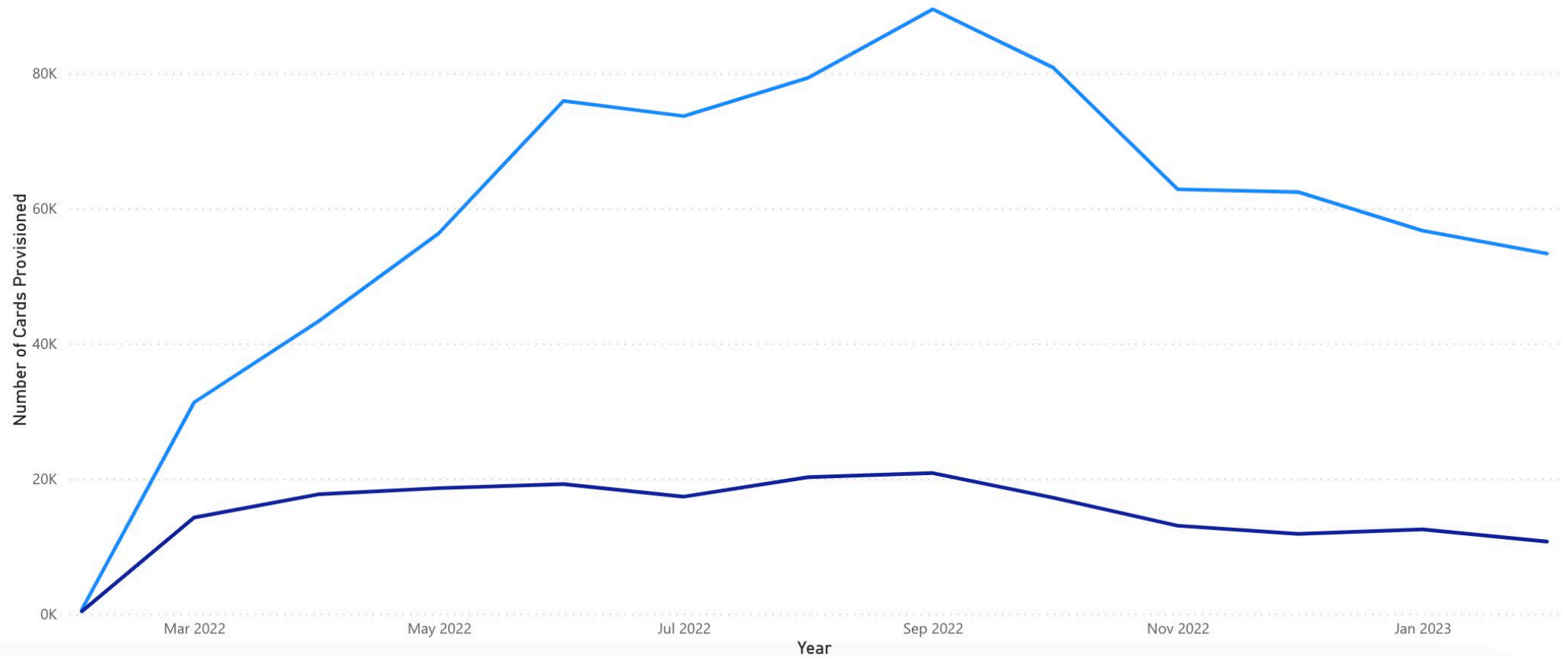
Total Clipper Revenue Settled by Month



Mobile Cards Provisioned by Month and Transaction Type

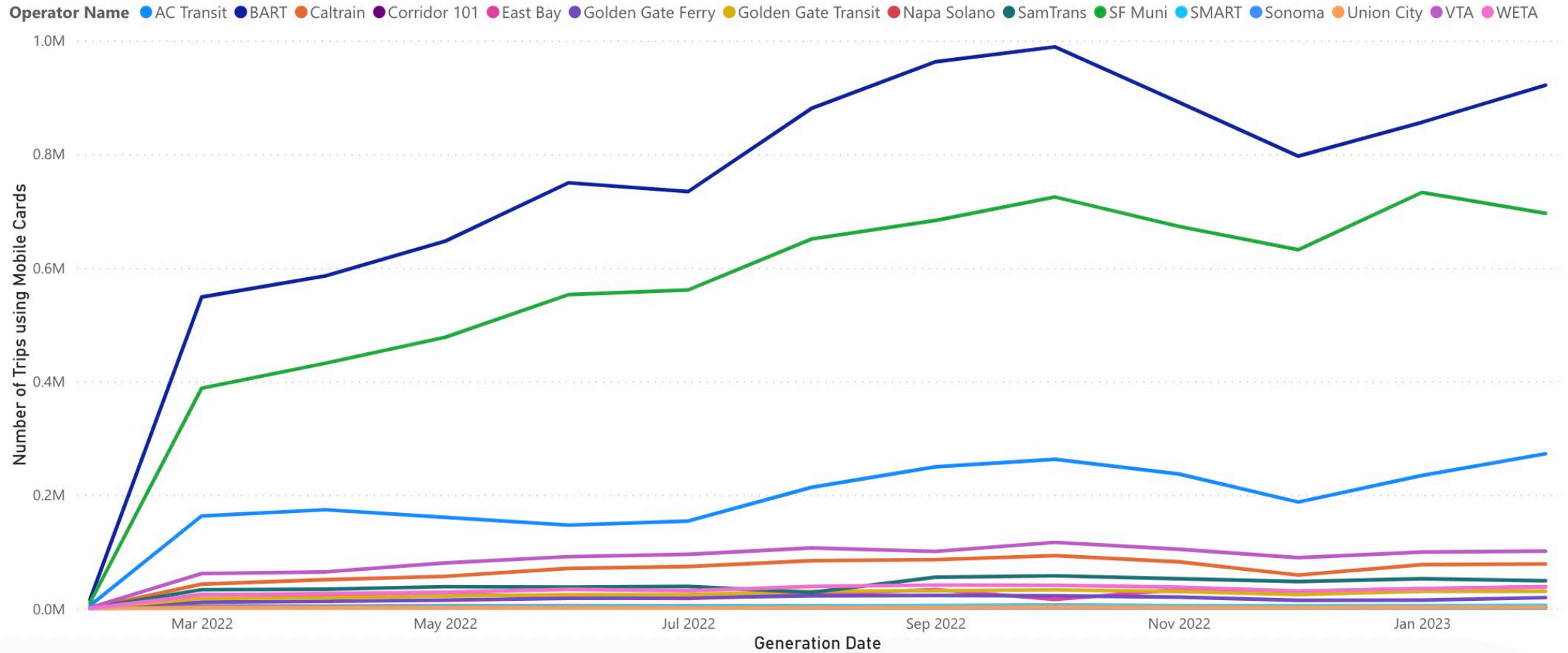
Number of Cards Provisioned by Year, Month and Transaction Type

Transaction Type ● New Card Issue ● Physical to Mobile Migration



Trips Made with Mobile Cards by Date and Operator

Number of Trips made with Mobile Cards by Generation Date and Operator Name



Mobile Card Trips, Clipper Trips, and Percent Mobile Card Trips by Operator since Mobile Launch & in February 2023

Since April 2021 Launch

Operator Name	Number of Trips using Mobile Cards	Number of Clipper Trips	Percent Mobile Card Trips
AC Transit	3,312,774	23,524,339	14.08%
BART	12,464,776	69,088,072	18.04%
Caltrain	1,089,878	3,784,020	28.80%
Corridor 101	35,726	200,315	17.83%
East Bay	429,205	2,911,012	14.74%
Golden Gate Ferry	258,105	1,227,133	21.03%
Golden Gate Transit	419,384	1,715,840	24.44%
Napa Solano	81,716	492,581	16.59%
SamTrans	725,151	5,926,407	12.24%
SF Muni	9,550,347	58,521,635	16.32%
SMART	69,330	507,714	13.66%
Sonoma	13,989	68,652	20.38%
Union City	27,865	226,118	12.32%
VTA	1,385,705	12,970,127	10.68%
WETA	510,164	1,623,390	31.43%
Total	30,374,115	182,787,355	16.62%

February 2023

Operator Name	Number of Trips using Mobile Cards	Number of Clipper Trips	Percent Mobile Card Trips
AC Transit	272,782	1,322,154	20.63%
BART	921,634	3,573,886	25.79%
Caltrain	78,844	202,714	38.89%
Corridor 101	2,556	12,614	20.26%
East Bay	38,611	175,328	22.02%
Golden Gate Ferry	19,701	58,366	33.75%
Golden Gate Transit	30,771	89,719	34.30%
Napa Solano	5,064	21,767	23.26%
SamTrans	49,259	270,749	18.19%
SF Muni	696,013	2,778,622	25.05%
SMART	6,029	30,127	20.01%
Sonoma	1,107	4,969	22.28%
Union City	2,495	13,307	18.75%
VTA	101,460	682,848	14.86%
WETA	38,391	90,964	42.20%
Total	2,264,717	9,328,134	24.28%

Clipper® Fact of the Month

\$2.55

**AVERAGE FARE PER RIDE ON CLIPPER IN DECEMBER 2022
ACROSS ALL TRANSIT AGENCIES**

\$22.5M

IN REVENUE OVER 8.8 MILLION RIDES

