



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*

*Michael Hursh, Beth Kranda, Carter Mau, Therese W. McMillan,  
Denis Mulligan, Evelyn Tran, and Jeffrey Tumlin*

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Monday, April 19, 2021

1:30 PM

Board Room - 1st Floor (REMOTE)

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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. Board Members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial \*9. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/85401886823>

Join by Telephone Dial (for higher quality, dial a number based on your current location) US:  
+1 408 638 0968 or +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 312 626 6799  
or +1 646 876 9923 or +1 301 715 8592 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)

Webinar ID: 854 0188 6823

International numbers available: <https://bayareametro.zoom.us/u/kbVn1zx7KR>

Detailed instructions on participating via Zoom are available at:

<https://bayareametro.zoom.us/u/keF6DXG0Ji>

<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](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:** 7 - Board Member Mulligan, Board Member Hursh, Chair Ramacier, Board Member McMillan, Vice Chair Powers, Board Member Kranda, and Board Member Mau

**Absent:** 2 - Board Member Tumlin, and Board Member Tran

Monique Webster acted as a delegate and voting member of the Board in place of Jeffrey Tumlin. Actions noted below as "Tumlin" were taken by Webster.

Franklin Wong acted as a delegate and voting member of the Board in place of Evelyn Tran. Actions noted below as "Tran" were taken by Wong.

## 2. Consent Calendar

**Upon the motion by Board Member Kranda 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 Ramacier, Board Member McMillan, Vice Chair Powers, Board Member Tumlin, Board Member Tran, Board Member Kranda and Board Member Mau

**2a.**     [21-0514](#)     Minutes of the March 22, 2021 Meeting

**Action:** Board Approval

**Attachments:** [2a\\_CEB\\_Minutes\\_Mar\\_22\\_2021.pdf](#)

### 3. Approval

- 3a. [21-0548](#) Clipper® Contract: Next-Generation Clipper® (C2) Customer Service Center: WSP USA Services, Inc. (WSP) (\$20,709,014)

Staff requests the Board's approval to recommend to MTC that MTC enter into a contract with WSP USA Services, Inc. (WSP) in the amount of \$20,709,014 as the customer service center vendor for the Next Generation Clipper® (C2) regional fare payment system. The initial term of the contract will be through June 30, 2027, with an option to extend the operations and maintenance work under the contract for up to three additional two-year periods.

**Action:** Board Approval

**Presenter:** Maureen Devlin

**Attachments:** [3a\\_Next Gen Clipper Customer Service Center Vendor Contract Recommendation.pdf](#)

Aleta Dupree spoke on this item.

Roland Lebrun spoke on this item.

**Upon the motion by Board Member McMillan and second by Board Member Mulligan, the Clipper® Contract: Next-Generation Clipper® (C2) Customer Service Center: WSP USA Services, Inc. (WSP) (\$20,709,014) was unanimously approved. The motion carried by the following vote:**

- Aye:** 9 - Board Member Mulligan, Board Member Hursh, Chair Ramacier, Board Member McMillan, Vice Chair Powers, Board Member Tumlin, Board Member Tran, Board Member Kranda and Board Member Mau

- 3b. [21-0547](#) Clipper® Two Year Budget and Work Plan

The Clipper budget and work plan for Fiscal Years (FYs) 2021-22 and 2022-23 for the Executive Board's review and approval.

**Action:** Board Approval

**Presenter:** Edward Meng

**Attachments:** [3b\\_Clipper Two Year Budget and Work Plan.pdf](#)

**Upon the motion by Board Member Kranda and second by Board Member Mulligan, the Clipper® Two Year Budget and Work Plan was unanimously approved. The motion carried by the following vote:**

- Aye:** 9 - Board Member Mulligan, Board Member Hursh, Chair Ramacier, Board Member McMillan, Vice Chair Powers, Board Member Tumlin, Board Member Tran, Board Member Kranda and Board Member Mau

- 3c.**     [21-0545](#)     Clipper® In-Person Customer Service Centers (IPCSCs) Contract Actions:  
i. Contract Amendment - Faneuil, Inc. (\$435,000);  
ii. Contract Amendment - Nematode Holdings, LLC (\$300,000); and  
iii. 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. (\$435,000), Nematode Holdings, LLC (\$300,000) and Alameda-Contra Costa Transit District (\$250,000).

**Action:** Board Approval

**Presenter:** Kelley Jackson

**Attachments:** [3c\\_IPCSC Amendments\\_FY21-22.pdf](#)

**Upon the motion by Board Member Hursh and seconded by Board Member Kranda, this Contract was approved. The motion carried by the following vote:**

**Aye:** 11 - Board Member Mulligan, Fernandez, Hartnett, Board Member Hursh, Chair Ramacier, Board Member McMillan, Vice Chair Powers, Board Member Tumlin, Board Member Tran, Board Member Kranda and Board Member Mau

- 3d.**     [21-0546](#)     Contract Amendment - Customer Research, Education and Outreach for the Clipper® Program: MIG, Inc. (MIG) (\$1,500,000)

Request for approval of a contract amendment for customer research, education and outreach for the Clipper program.

**Action:** Board Approval

**Presenter:** Lysa Hale

**Attachments:** [3d\\_Contract Amendment MIG.pdf](#)

**Upon the motion by Board Member McMillan and second by Vice Chair Powers, the Contract Amendment - Customer Research, Education and Outreach for the Clipper® Program: MIG, Inc. (MIG) (\$1,500,000) was unanimously approved. The motion carried by the following vote:**

**Aye:** 11 - Board Member Mulligan, Fernandez, Hartnett, Board Member Hursh, Chair Ramacier, Board Member McMillan, Vice Chair Powers, Board Member Tumlin, Board Member Tran, Board Member Kranda and Board Member Mau

#### 4. Information

4a. [21-0515](#) Current Clipper® System Update

Update on the current Clipper system. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the March 2021 meeting.

**Action:** Information

**Presenter:** Jason Weinstein

**Attachments:** [4a\\_C1 Program Update.pdf](#)

4b. [21-0516](#) 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:** [4b\\_C2 Program Update.pdf](#)

Aleta Dupree spoke on this item.  
Roland Lebrun spoke on this item.

#### 5. Executive Director's Report – Kuester

#### 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, May 17, 2021 at 1:30 p.m. remotely and by webcast as appropriate.**