

DRAFT FOR TMG REVIEW



TransLink Transition Plan

MTC Management Plan

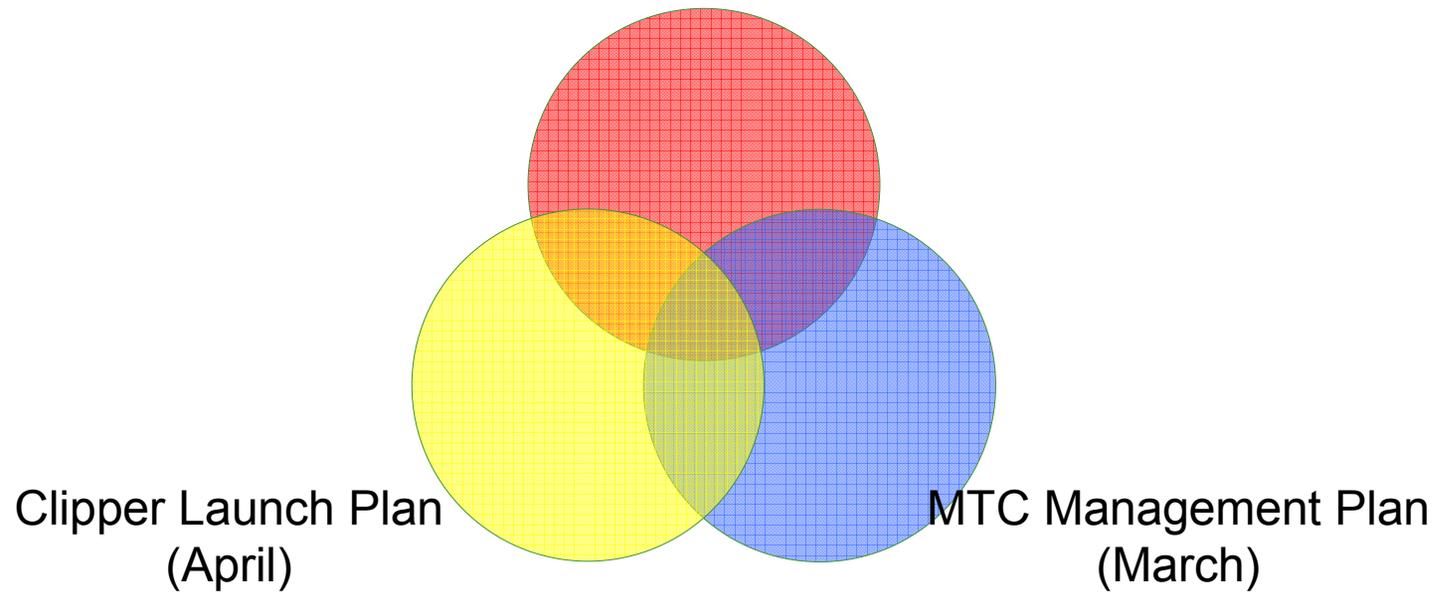
March Operations Committee

Smart Card. Smart Travel.



Future Success

Res. 3866 (Fare Media Transition)
(February)





Oversight Structure Summary

	Pilot Phase (Phase 1)	Program Deployment (Phase 2)	System Operations
Program Management Objective	<i>Technology test</i>	<i>Deployment of charter agencies</i>	?
Governance & Decision-making	<ul style="list-style-type: none"> - MTC Operations Committee - Two review committees 	<ul style="list-style-type: none"> - MTC Operations Committee - TransLink Mgmt Group - 8+ review committees 	?
Primary Focus	<ul style="list-style-type: none"> - Evaluate customer response - Prove system technology - Assess impact on transit agency organization 	<ul style="list-style-type: none"> - Contractor performance - Delivery of seven largest agencies - Development of independent data stream and reporting 	?

This presentation proposes the objective, governance and focus for the System Operations Phase



MTC Role and Responsibilities

- Act as program and contract manager; card and application issuer
- Rely on MTC Operations Committee approval for
 - contracts and program policies
 - annual budget
- Adopt performance based focus
 - Enforce contractor effectiveness through key performance indicators/other performance based means.
 - Ensure transit agency responsibilities through Res. 3866.
 - Assess effectiveness/compliance and consider changes
 - Publish quarterly program and operations report for Operations Committee
- Define annual work plan
 - Ensure core operational and administrative functions are fully resourced
 - Develop strategic plan/risk assessment to determine highest priority tasks



Transit Agencies' Roles And Responsibilities

Adapt to new structure....

- Comply with Res. 3866
 - Fare media transition, marketing, regional youth and senior discount program
 - General items described in Operating Rules (front line customer service, first line maintenance, ownership of field equipment)
- Project communication
 - Define points of contacts for functional areas
 - Ensure appropriate communications channels with contractor
- Support new project coordination structure (see next slide)
 - Participate in meetings of newly formed committees



Project Coordination

MTC support of TMG and its committees ends with our withdrawal from Consortium. Instead, MTC staff will

- Convene quarterly meetings with staff from transit agencies
- Convene GM-level meeting twice per year to discuss significant program issues
- Publish monthly Operations and Program Report
 - Provide a monthly conference call for live updates to transit agency staff
- Use defined escalation channels for agency-specific concerns, requests, etc.



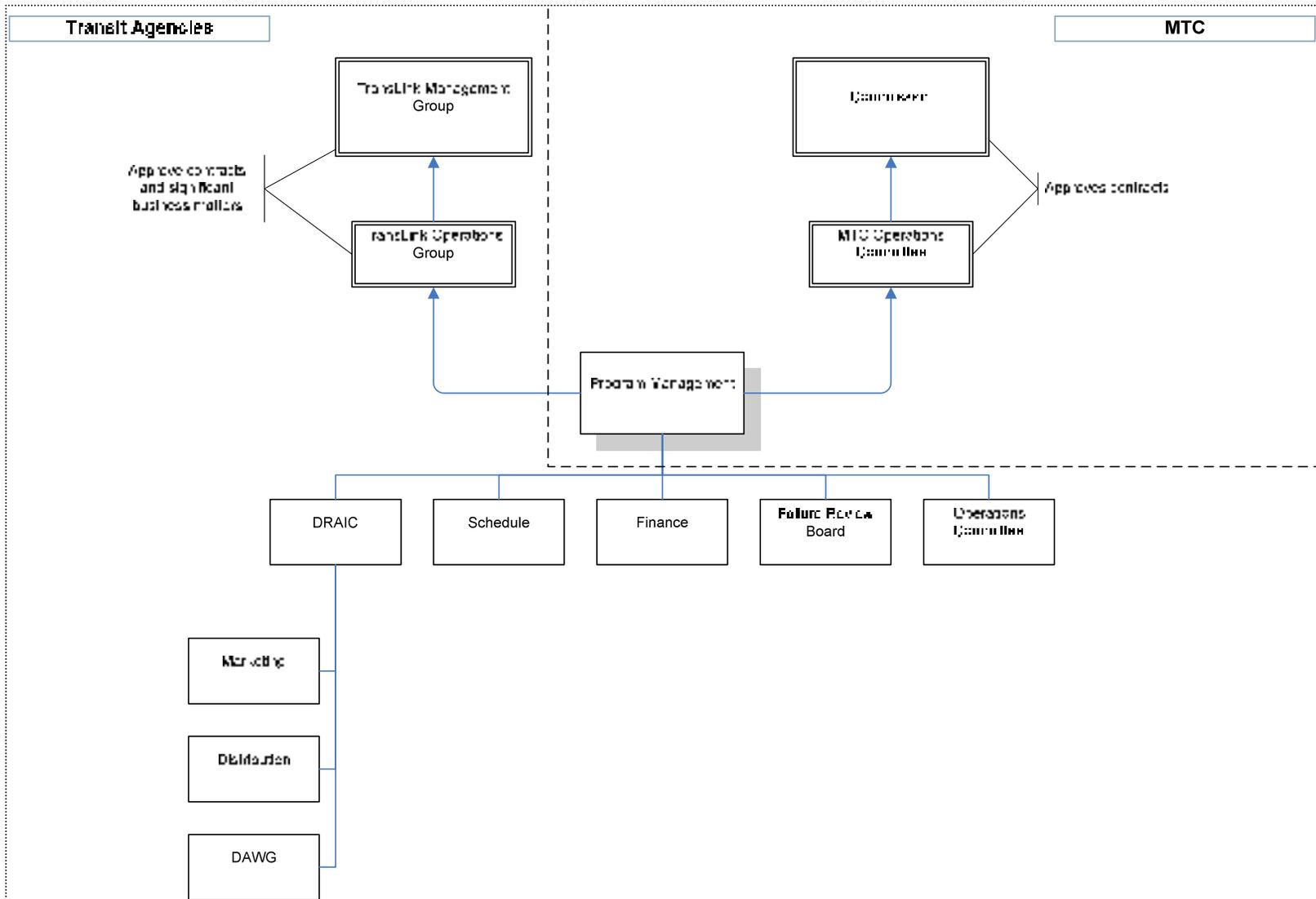
Points of Contacts

Functional Areas	MTC	AC Transit	BART	Caltrain	GGBHTD	SFMTA
TransLink Program Manager						
Marketing						
Maintenance						
Customer Service						
Settlement/ Reconciliation						
Escalation						
Sr. Mgr						
CEO/GMs						

Facilitates project coordination and defines paths for escalation

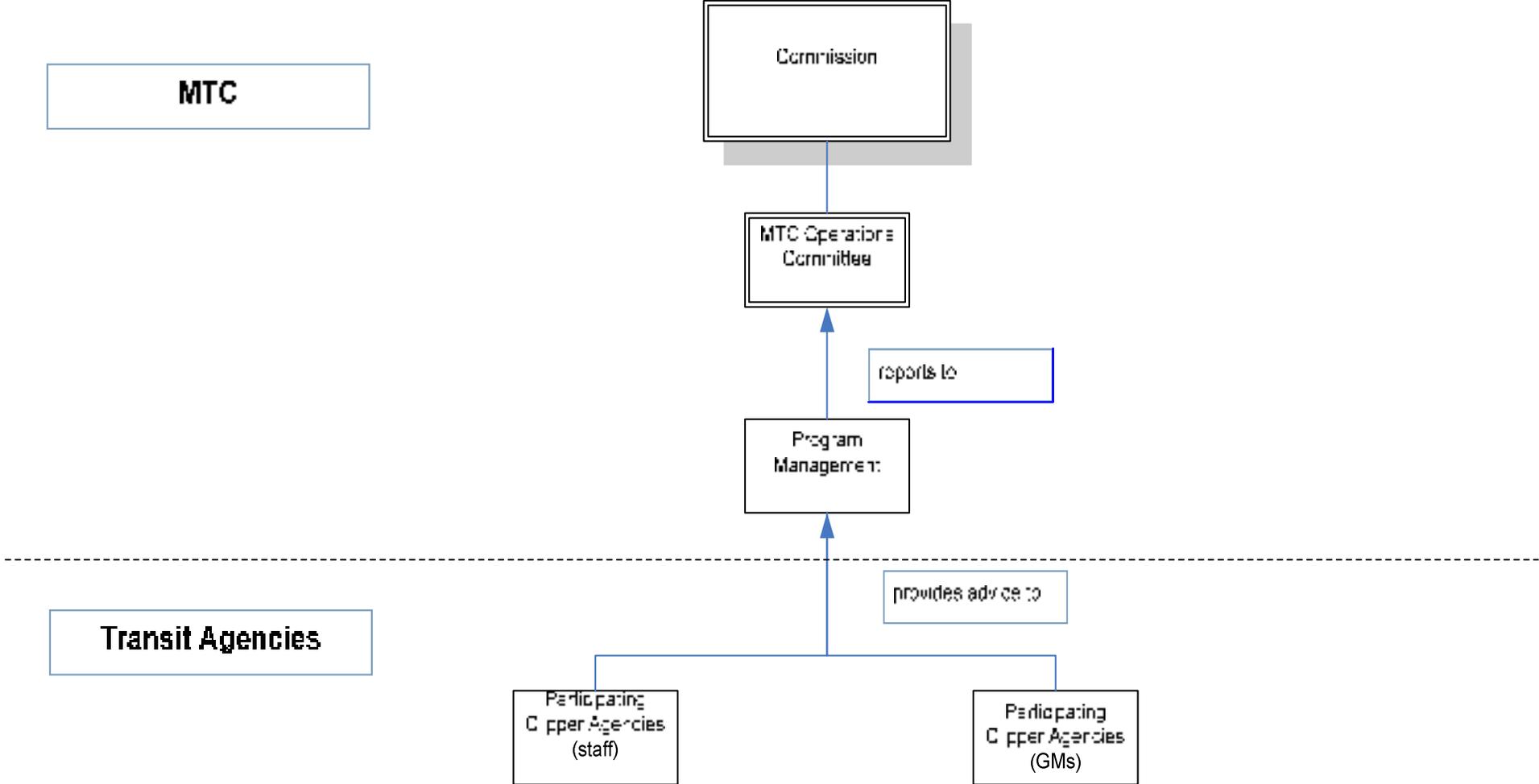


TransLink Project Organization





Clipper Project Organization





Oversight Structure Summary

	Pilot Phase (Phase 1)	Program Deployment (Phase 2)	System Operations
Program Management Objective	<i>Technology test</i>	<i>Deployment of charter agencies</i>	<i>Performance-based mgmt of ops</i>
Governance	<ul style="list-style-type: none"> -MTC Operations Committee -Two review committees 	<ul style="list-style-type: none"> - MTC Operations Committee - TransLink Mgmt Group - 8+ review committees 	<ul style="list-style-type: none"> - MTC Operations Committee - Transit Coord. Plan (Res. 3866) & PTCC - 2 review committees
Primary Focus	<ul style="list-style-type: none"> -Evaluate customer response -Prove system technology -Assess impact on transit agency organization 	<ul style="list-style-type: none"> - Contractor performance - Delivery of charter agencies - Development of independent data stream and reporting 	<ul style="list-style-type: none"> - Customer service and operations - MTC organizational capacity



Transition Tasks - MTC

- Include significant articles of Interagency Participation Agreement in Res. 3866
- Substitute IPA with a single successor MOU to execute with all transit agencies (not a bi-lateral agreement)
- Update Operating Rules. Define future update process
- Define new advisory committee structure
- Transfer bank accounts from BART to MTC
- Refine MTC organizational structure to fit new governance model
- Further define transferring ownership of equipment after conditional acceptance

At this point, we are assuming all transition items need to be completed by June 30th.



Transition Tasks - Transit Agencies

- Decide whether/how to dissolve the TMG and/or terminate the IPA
- Regardless, the TMG should define how to create/update key policy items in the future:
 - Cost allocation formula
 - Dispute resolution process
- Support timely execution of successor MOU
- Provide feedback on new advisory committee structure
- Provide names for points of contact list
- Support transfer of bank accounts
- Meet Res. 3866 requirements



Schedule

February

- TMG Working Group to discuss post-IPA structure and relationship with MTC (Feb. 10)
- Operations Committee to approve Res. 3866 (Feb. 12)
- Commission to adopt Res. 3866 (February 24)

March

- Operations Committee to review Management Plan, proposed principles for successor MOU, and refer approval of MTC withdrawal to Commission (March 12)
- Commission to approve MTC withdrawal and MOU principles (March 24)

April

- Clipper Launch plan presented to Operations Committee (April 9)

May

- Commission to adopt FY10-11 agency budget (contracts, operating budget, staff) (May 26)

June

- Final TMG meeting for MTC (June 28)
 - Close out transition tasks

July

- Start MTC Management (July 1)