

TransLink[®] Management Group

Minutes of Meeting on 4/26/10 at MTC

Attendees: Kathleen Kelly for Mary King, AC Transit; Dorothy Dugger, BART; Celia Kupersmith, Golden Gate Bridge Highway and Transportation District (GGBHTD); Steve Heminger, MTC; Mike Scanlon, SamTrans; Nathaniel Ford, San Francisco Municipal Transportation Agency (SFMTA); Ann Carey for Michael Burns, Santa Clara Valley Transportation Authority (VTA); and Jeanne Krieg, Tri Delta Transit. Also in attendance were Robin Reitzes, the Consortium Legal Counsel; and Janet Gallegos, Booz Allen Hamilton.

1. Roll Call

The meeting started at 2:05 PM. Roll was called. A quorum was confirmed. Chair Celia Kupersmith of Golden Gate Bridge Highway and Transportation District confirmed there were no additional significant business items beyond those already identified on the agenda.

2. Chairperson's Report

Ms. Kupersmith reported on MTC's pending withdrawal from the TransLink[®] Consortium. In addition, she reported on the transition of ClipperSM program oversight from the Consortium to MTC, progress on installation of SFMTA faregates, the ClipperSM launch and marketing effort, and development of the ClipperSM Memorandum of Understanding.

3. Minutes of TMG meeting of 2/22/2010

The minutes were approved unanimously, 8 – 0.

4a. TransLink[®] Program Status

Scott Rodda of MTC presented the TransLink[®] Program Management Report. He described statistical and performance results for March 2010 and other recent program activities. He reported the following key points: average weekday transaction volume exceeded 54,700 transactions per weekday; transit operators settled \$3.4 million in revenue during the month; the Contractor met all baseline requirements for key performance indicators in March; the TransLink[®] Service Bureau is beginning to notify customers about the program's name change from TransLink[®] to ClipperSM; and the deployment of the new DESFire card configuration data caused the TransLink[®] application on buses to shut down if a driver needed to restart the equipment in the field. He also noted that WageWorks customers may lose the ability to add value to cards directly through the WageWorks website due to WageWorks and Cubic not being able to reach agreement on contract terms. WageWorks will meet with MTC to discuss this further. This would affect approximately 5,000 customers; Cubic will notify the individuals of the change and what they will need to do if there continues to be no agreement. WageWorks and MTC will meet to discuss this further.

4b. TransLink[®] Contractor Report

Dave Lapczynski of Cubic presented the Contractor's monthly report for March. He distributed a handout with preliminary observations of the problems resulting from the deployment of the new DESFire card configuration data. Mr. Lapczynski said the issue involved configuration data (CD), not software. He said that the CD download to the TransLink[®] system caused equipment to go out of service if a bus driver had to reboot equipment outside the range of wireless coverage; the specific problem resulted from a line of mistyped code in the CD. Mr. Lapczynski listed steps that Cubic will take in the future to prevent subsequent occurrences, including: modification of testing procedures; changes to issue escalation paths and procedures; and notification of release of significant CD. Ms. Kupersmith estimated the revenue loss to GGBHTD to be approximately \$80,000. Dan Lillin of AC Transit also reported a revenue loss to his organization.

5. Update on ClipperSM Memorandum of Understanding

Melanie Crotty of MTC provided an update on the development of the ClipperSM Memorandum of Understanding (MOU). She first commented on the cooperation MTC has received in drafting an agreement acceptable to all parties and noted that there were just a few substantive issues still unresolved. She said that the ClipperSM Operating Rules are still under development. She reported that MTC plans to withdraw from the Consortium effective June 30, 2010. Ms. Crotty distributed a handout with a ClipperSM cost and revenue analysis for the next four years and reported that work is being done on development of a dispute resolution process. Ann Carey of VTA requested that MTC give operators a report of their share of costs, which Ms. Crotty agreed to provide.

6. Title VI Assessments of Fare Media Transitions

Kimpreet Puar of MTC provided a status report regarding a Title VI review of MTC Resolution No. 3866 fare media transitions. Ms. Puar reported that Booz Allen Hamilton, under MTC's direction, selected Milligan and Company to perform Title VI assessments of the impacts of each of the fare media transitions mandated by Resolution 3866. She said the assessments would be scheduled with each transit operator according to the operator's planned phase out of fare products.

7. TransLink[®] Operating Rules and Policies

Jacob Avidon of MTC presented the following recommended changes to the Operating Rules for approval:

- (a) Approve the temporary suspension of the \$5 card acquisition fee to support the transition of fare products to smart card-only availability and the change from TransLink[®] to ClipperSM;
- (b) Approve the permanent elimination of the \$5 card acquisition fee for customers acquiring youth and senior cards;

- (c) Approve changes to the Operating Rules to accommodate the strategy agreed on by operator staff for the distribution of youth and senior ClipperSM cards;
- (d) Approve changes to the Operating Rules eliminating refunds for cards used by customers who have received value through a transit benefit program, which is consistent with Internal Revenue Code requirements; and
- (e) SFMTA request to establish additional locations for acceptance of applications for youth and senior cards

Item 7 was approved unanimously, 8 – 0.

8. Update on Transition from TransLink[®] to ClipperSM

Mr. Avidon gave a report concerning implementing ClipperSM as the program's new name. He said that an event announcing the change from TransLink[®] to ClipperSM will be held on June 16 in San Francisco. MTC staff is in close contact with operator staff regarding the transition, and signage of equipment and on buses will begin soon.

9. TransLink[®] Contract Change Orders and Vendor Contracts

Brian Gebhardt of MTC presented the following items for approval:

- (a) A contract amendment for technical advisor services with Booz Allen Hamilton in the amount not to exceed \$1,500,000. The amendment is for support of a Title VI assessment, which has a cost not to exceed \$500,000, and support for the implementation of SFMTA[®] ClipperSM Ticket Vending Machines and Faregates, which has a cost of \$1,000,000;
- (b) A change order with Cubic Transportation Systems for SFMTA spare equipment in the amount not to exceed \$300,000

The items were approved unanimously, 8 – 0.

10. Public Comment/New Business

There was no public comment or new business.

11. Adjournment

The meeting was adjourned at 3:40 PM. The next meeting date of the TMG is June 28th, at MTC.