



METROPOLITAN
TRANSPORTATION
COMMISSION

Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
TEL 510.817.5700
TTY/TDD 510.817.5769
FAX 510.817.5848
EMAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

Agenda Item No. 2a

OPERATIONS COMMITTEE
MINUTES
FRIDAY, OCTOBER 12, 2012

Adrienne J. Tissier, Chair
San Mateo County

Amy Rein Worth, Vice Chair
Cities of Contra Costa County

Tom Azumbrado
U.S. Department of Housing
and Urban Development

Tom Bates
Cities of Alameda County

David Campos
City and County of San Francisco

Dave Cortese
Santa Clara County

Bill Dodd
Napa County and Cities

Dorene M. Giacopini
U.S. Department of Transportation

Federal D. Glover
Contra Costa County

Mark Green
Association of Bay Area Governments

Scott Haggerty
Alameda County

Anne W. Halsted
San Francisco Bay Conservation
and Development Commission

Steve Kinsey
Marin County and Cities

Sam Liccardo
Cities of Santa Clara County

Jake Mackenzie
Sonoma County and Cities

Kevin Mullin
Cities of San Mateo County

Bijan Sartipi
State Business, Transportation
and Housing Agency

James P. Sperring
Solano County and Cities

Scott Wiener
San Francisco Mayor's Appointee

Steve Heminger
Executive Director

Ann Flemer
Deputy Executive Director, Policy

Andrew B. Fremier
Deputy Executive Director, Operations

ATTENDANCE

Chair Mackenzie convened the meeting at 10:40 a.m. Committee members present were: Azumbrado, Giacopini, Green, Haggerty, Halsted, Liccardo, Vice Chair Mullin, and Sperring. Commissioners Tissier and Worth were present as ex-officio members of the Committee. Other Commissioners present as ad hoc non-voting members of the Committee were Commissioners Bates, Campos, Cortese and Weiner.

CONSENT CALENDAR

Upon motion of Commissioner Halsted and second by Commissioner Sperring, the Committee unanimously approved the consent calendar:

- Minutes of September 14, 2012

Contract Change Order Amendment

Ms. Lynn Valdivia, MTC staff, presented the Committee with a status report on the Clipper® Program and a request for approval of a contract change order amendment.

Commissioner Sperring recommended that staff conduct an evaluation of Cubic's customer service program relative to other "state of the art" customer services. Commissioner Haggerty stated that he felt that Cubic customer service program was performing sufficiently, given the complexity of the program.

Mr. Heminger, MTC Executive Director, stated that staff will analyze comparable customer service programs and report back to the Committee.

Commissioner Sperring moved approval with a second by Commissioner Haggerty to authorize the Executive Director or his designee to negotiate and enter into the following contract change order amendment:

- Contract Change Order Amendment - Clipper® Website Content Management: Cubic Transportation Systems, Inc. (\$50,000).

Motion passed unanimously.

Public Comment/Other Business/Next Meeting/Adjournment

Mr. Rich Hedges stated that his experience with Cubic Customer Service has been positive.

There being no further business, Chair Mackenzie adjourned the meeting at 10:53 a.m. The next meeting of the Operations Committee is scheduled for Friday, November 9, 2012.