

**SAN MATEO COUNTY TRANSIT DISTRICT (DISTRICT)  
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

**MINUTES OF BOARD OF DIRECTORS MEETING  
AUGUST 7, 2019**

**MEMBERS PRESENT:** R. Collins, M. Fraser, R. Guilbault, K. Matsumoto (Vice Chair),  
D. Pine (arrived at 2:06 pm; left at 4:01 pm), J. Powell, P. Ratto,  
C. Stone

**MEMBERS ABSENT:** C. Groom (Chair)

**STAFF PRESENT:** J. Hartnett, J. Cassman, S. van Hoften, D. Olmeda, D. Hansel,  
A. Chan, C. Fromson, J. Brook, D. Seamans, C. Gumpal

**CALL TO ORDER/PLEDGE OF ALLEGIANCE**

Acting Chair/Vice Chair Karyl Matsumoto called the meeting to order at 2:03 pm and led the Pledge of Allegiance.

**ROLL CALL**

District Secretary Dora Seamans called the roll. A quorum was present.

**CONSENT CALENDAR**

- Approved Minutes of the Board of Directors Meeting of July 10, 2019
- Accepted Quarterly Investment Report for the Period Ending June 30, 2019
- Accepted Quarterly Report of Contracts Issued Between \$100,000 and \$200,000

Motion/Second: Stone/Guilbault

Ayes: Collins, Fraser, Guilbault, Matsumoto, Powell, Ratto, Stone

Absent: Groom, Pine

**PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA**

Sandra Lang, Burlingame, asked the Board to support free transit for seniors and students.

**REPORT OF THE CHAIR**

None.

*Director Dave Pine arrived at 2:06 pm.*

**REPORT OF THE GENERAL MANAGER/CEO**

Jim Hartnett, General Manager/CEO, noted that his written report was in the packet. He introduced Christiane Kwok, Manager, Fare Program Operations.

**Clipper Program Update**

Ms. Kwok gave a presentation on the current Clipper program and outlined changes to be implemented in the future.

Director Charles Stone asked when the Clipper app would be released. Ms. Kwok said that Phase 1 of the app was slated for release at the end of 2020. Mr. Hartnett said that the app would behave differently between Phases 1 and 2.

Director Ron Collins asked if during Phase 1 he would be able to tag his phone on trains and buses. He asked how to add fare. Ms. Kwok said value could be added at designated retailers or online. Director Collins asked if there were plans to have more tag on/tag off readers on Caltrain platforms, and Ms. Kwok said yes.

Director Marina Fraser said that she was concerned that people without technology can still use Clipper. Ms. Kwok said that an equity plan was in place.

Director Josh Powell asked about data regarding the number of Clipper users from the survey results. He asked about obtaining access to Clipper data and Ms. Kwok said that was in the works. He asked what Phase 2 includes and Ms. Kwok said it would encompass the account system and the back end. He asked what "value for the money" refers to; Ms. Kwok explained that this is a subjective measure of user satisfaction. He said he was more interested in transaction-based results.

Director Powell asked about the length of the Clipper contract. Mr. Hartnett said that Clipper 1.0 would expire with a small overlap with Clipper 2.0. Director Powell asked if the District would be re-evaluating Clipper at some point. Mr. Hartnett said no because Clipper is a regional product and not exclusive to SamTrans/Caltrain.

Director Peter Ratto asked if there would be a new Clipper customer service center. Ms. Kwok said that there is a current RFP (Request for Proposals) for this. He said that the program needs more outlets on the Coastsides and throughout the County where people can buy or add fare to their cards as opposed to being limited to autoloading fare. Mr. Hartnett said that it had been very difficult to get retailers who are willing to handle the Clipper product.

Director Collins said that more effort by the Region is needed to install machines near transit stops. Mr. Hartnett said that better access is needed and that the machines are expensive.

Director Stone asked when Clipper 2.0 began; Ms. Kwok said that discussions began in 2015. He said that in that timeframe, SamTrans and Caltrain have already developed their own apps. Mr. Hartnett said that 2.0 is related to the expiration date of the 1.0 contract.

Director Powell asked if Clipper cards offer discounts. Mr. Hartnett said that discounts are determined by each of the agencies.

Acting Chair/Vice Chair Matsumoto asked if riders were able to do interagency transfers using Clipper. Ms. Kwok said that they would be able to do this beginning January 1, 2020.

#### **BOARD MEMBER REQUESTS/COMMENTS**

None.

**RECESS TO COMMITTEE MEETINGS**

The Board meeting recessed at 2:46 pm.

*Director Pine left the meeting at 4:01 pm.*

**RECONVENE BOARD OF DIRECTORS MEETING**

Acting Chair/Vice Chair Matsumoto reconvened the Board meeting at 4:28 pm.

**MATTERS FOR BOARD CONSIDERATION: COMMUNITY RELATIONS COMMITTEE / COMMITTEE OF THE WHOLE\***

Director Guilbault reported on the following items:

SUBJECTS DISCUSSED:

- Accessibility Update
- Paratransit Coordinating Council Update
- Citizens Advisory Committee Update
- Mobility Management Report: Express Bus Service - Foster City to San Francisco
- Multimodal Ridership Report – June 2019

**MATTERS FOR BOARD CONSIDERATION: FINANCE COMMITTEE / COMMITTEE OF THE WHOLE\***

Director Ratto led the Board in voting on the following items:

ORDINANCE NO. 106:

- Adopting an Ordinance Authorizing Reclassifications, Title Changes, Modification, and Addition of Positions to the Table of Position Classifications

RESOLUTION:

- Adoption of the SamTrans Fare Structure (Formerly the Codified Tariff), Adoption of Findings for a Statutory Exemption Under CEQA and Approval of Associated Title VI Equity Analysis – Approved by Resolution No. 2019-29

Motion/Second: Ratto/Stone

Ayes: Collins, Fraser, Guilbault, Matsumoto, Powell, Ratto, Stone

Absent: Groom, Pine

**MATTERS FOR BOARD CONSIDERATION: STRATEGIC PLANNING, DEVELOPMENT AND SUSTAINABILITY COMMITTEE / COMMITTEE OF THE WHOLE\***

Director Stone reported on the following item:

SUBJECT DISCUSSED:

- Caltrain Business Plan Update

**MATTERS FOR BOARD CONSIDERATION: LEGISLATIVE COMMITTEE / COMMITTEE OF THE WHOLE\***

Director Powell led the Board in voting on the following item:

**MOTION:**

- State and Federal Legislative Update and Approval of Legislative Proposals

Motion/Second: Powell/Guilbault

Ayes: Collins, Fraser, Guilbault, Matsumoto, Powell, Ratto, Stone

Absent: Groom, Pine

**GENERAL COUNSEL REPORT**

Joan Cassman, Legal Counsel, said she would send a written report to the Board.

**WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS**

Acting Chair/Vice Chair Matsumoto noted that the correspondence was in the reading file.

**DATE, TIME AND PLACE OF NEXT REGULAR MEETING**

Acting Chair/Vice Chair Matsumoto announced the time and location of the next meeting as Wednesday, September 4, 2019 at 2:00 pm, San Mateo County Transit District, Bacciocco Auditorium, 2<sup>nd</sup> Floor, 1250 San Carlos Avenue, San Carlos, CA.

**ADJOURN**

The meeting adjourned at 4:32 pm.

An audio/video recording of this meeting is available online at [www.samtrans.com](http://www.samtrans.com). Questions may be referred to the District Secretary's office by phone at 650-508-6242 or by email to [board@samtrans.com](mailto:board@samtrans.com).