From: VTA Board Secretary < >
Sent: Tuesday, June 23, 2026 2:03 PM
To: VTA Board of Directors < >
Cc: Gonot, Carolyn < >; Richardson, Greg < >; Haywood, Scott < >; Tran, Evelynn < >; Greene, Beverly < >; Smith, Patrice < >
Subject: VTA FIFA Update: Strong Performance Through the Midpoint

Board of Directors:

Please see the attached memo from Carolyn M. Gonot, GM/CEO, regarding FIFA service.

Please reply to this email with questions.

Thank you,

Office of the Board Secretary

Santa Clara Valley Transportation Authority

3331 North First Street, Building B

San Jose, CA 95134-1927

Phone **408-321-5680**

Santa Clara Valley Transportation Authority

Solutions that move you

Santa Clara Valley Transportation Authority

MEMORANDUM

TO: VTA Board of Directors

FROM: Caroly M. Gonot, General Manager/CEO Carolyn M Gonot

DATE: June 22, 2026

SUBJECT: FIFA Update: Strong Performance Through the Midpoint

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I am pleased to report that we have successfully delivered service for three FIFA matches in Santa Clara, with three more remaining, including today's match on June 22.

Through the first half of this historic event, our team has provided safe, reliable, and consistent service while accommodating record ridership of 38,000 to 40,000 passengers per match. Operations have performed well under significant demand, and station platforms have been consistently cleared within 90 minutes following each event.

A key contributor to this success has been our strong coordination and partnership with BART and Caltrain. Together, we have maintained seamless regional connectivity and ensured that fans can travel efficiently to and from the stadium.

As with any major event of this scale, we have gained valuable operational insights along the way. Our teams have continuously evaluated performance, refined procedures, and implemented improvements to enhance the customer experience with each successive match. This commitment to continuous improvement has strengthened our operations and positioned us well for the remainder of the tournament.

Our customer experience efforts have been particularly noteworthy. Ambassadors have been deployed throughout the system to assist fans, answer questions, and provide support throughout their journeys. Their visibility and engagement have helped create a welcoming and positive experience for visitors from around the world. In addition, ambassadors have maintained a presence at watch parties across the region, extending VTA's support beyond the transit system and into the broader community celebration.

In addition, our customer service teams at River Oaks and the Downtown Customer Service Center have also been working hard, responding to calls and assisting riders in person.

The results to date have been strong operational performance, exceptional teamwork, positive customer experience, and successful regional partnerships. I am proud of what has been accomplished thus far and grateful to the employees and transit partners whose dedication has made this success possible.

As we move into the second half of the tournament, we remain well positioned to build on this momentum and continue delivering exceptional service.

From: VTA Board Secretary < >
Sent: Tuesday, June 23, 2026 9:27 PM
To: VTA Board of Directors < >
Cc: Gonot, Carolyn < >; Richardson, Greg <Greg.Richardson@vta.org>; Haywood, Scott < >; Greene, Beverly < >
Subject: From VTA; Bay Area Transit General Managers' Letter to MTC regarding Cubic

Board of Directors:

Please see the attached letter being sent at the request of Carolyn M. Gonot, GM/CEO.

If you have questions please reply to this email.

Thank you,

Office of the Board Secretary

Santa Clara Valley Transportation Authority

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MEMORANDUM

TO: VTA Board of Directors

FROM: Caroly M. Gonot, General Manager/CEO Carolyn M Gonot

DATE: June 23, 2026

SUBJECT: Bay Area Transit General Managers' Letter to MTC regarding Cubic

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Attached is a letter from the Bay Area transit agency General Managers regarding concerns with Cubic's performance on the Clipper 2 Project. The letter outlines challenges experienced by partner agencies and requests the Metropolitan Transportation Commission (MTC) to pursue all contractual remedies against Cubic Transportation Systems, Inc. regarding the operation of the region's fare payment system.

We appreciate MTC's continued partnership and leadership on this important regional initiative and look forward to working collaboratively to address these concerns and ensure the long-term success of Clipper 2.

Should you have any questions regarding the attached letter, please contact me directly.

June 22, 2026

Chair Noack and Members of the Commission
Metropolitan Transportation Commission
375 Beale Street, Suite 800
San Francisco, CA 94105

RE: June 24th Closed Session

The Bay Area transit operators (Operators) respectfully request the Metropolitan Transportation Commission (MTC) to pursue all contractual remedies against Cubic Transportation Systems, Inc. (Cubic) to recover lost fare revenues and additional costs incurred by the Operators arising from Cubic's long-delayed and problematic implementation of *Next Generation Clipper Regional Transit Fare Payment System* (C2).

We also encourage MTC to recover their additional costs arising from Cubic's C2 performance, since any extra funds spent by MTC on Cubic's failures is money that could be spent on other Bay Area transportation priorities.

Additionally, we ask for MTC to take all appropriate steps to ensure Cubic fixes all outstanding C2 issues as soon as possible so C2 collects the Operators' transit fares seamlessly, accurately and efficiently. We ask this, because C2 is not adequately performing today, negatively impacting our customers, staff and finances. This may necessitate MTC changing its strategies as you administer your contract with Cubic.

MTC has the contract with Cubic for the implementation of C2, and MTC is responsible for administering the contract, including managing Cubic's performance, and as appropriate paying or withholding funds from Cubic. It is a good contract. As such, MTC is positioned to recover our lost fare revenue and extra incurred costs, while working with Cubic to resolve all outstanding C2 issues.

If you have not done so already, the Operators request MTC put Cubic on notice that MTC will seek remedies pursuant to the terms in the contract to recover lost revenues and extra costs arising from Cubic's failures.

The implementation of C2 is two years behind schedule. Project delays cost money. In addition to the hard costs, there is the lost opportunity to roll out customer enhancements (e.g. regionwide discounted transfers, fare accumulators, etc.). The sooner C2 is fully implemented and all customers transitioned to a stable functioning C2, the sooner we can enhance the customer experience with these new fare products. The delay has led to an introduction of numerous apps and payment options as a temporary fix.

It has been six months since the launch of C2 on December 10, 2025. During this period, system performance has been plagued by outages and defects. There has been a litany of issues for a variety of reasons these past six months:

- Ticket vending machines stopped working, so customers could not purchase or add value to their Clipper card/account to ride transit;
- The Clipper system stopped communicating with fare gates;
- Some customers' fare passes "disappeared" from the customers' Clipper card/account, so those customers could not ride transit without paying an additional fare in real time. Based on these problems, some organizations may choose to stop bulk purchasing of passes for their employees;
- "Autoload" of funds from some customers' credit/debit cards to Clipper accounts stopped without notice (surprising customers with a zero available balance for riding transit);
- Handheld fare collection/validation devices stopped working and at other times perform too slowly to collect and/or validate fares from all the passengers onboard;
- Clipper terminals used by Operator staff for customer service, adding fare value or purchasing Clipper Cards stopped working, so Operator staff could not assist customers;
- Accurate ridership data has not been validated or available;
- The ability to allocate collected fare revenues to the appropriate Operator in a financially trackable/auditable way (a.k.a. "reconciliation") is still not stable.

These issues, among others, need to be addressed as soon as possible. It is important for the Commission to know that for some of these issues (e.g. handheld fare collection/validation devices), no acceptable plan of resolution has been offered.

These problems have hurt and inconvenienced our customers. Please note that most customers do not know who MTC or Cubic is or what role they play in the customers' frustrating experience. The customer knows the Operator they are riding, and Cubic's failures negatively affect our customers' perceptions of us.

We appreciate and depend upon MTC's commitment to developing and implementing the next generation of the region's transit fare payment/collection system, and we look forward to working with MTC to resolve all outstanding issues. We need to get C2 across the finish line so all customers can be transitioned to this new payment platform. This can happen in parallel with MTC pursuing contractual remedies for our damages.

Once all customers are on C2 and all issues resolved, it may be time to start the multi-year process for a new regional transit fare payment system.

Please let us know how we can be of assistance in the furtherance of these goals.

Sincerely,

Sal Llamas General Manager/CEO, Alameda-Contra Costa Transit District (AC Transit)	Robert Powers General Manager, San Francisco Bay Area Rapid Transit District (BART)	Michelle Bouchard Executive Director, Caltrain

Denis Mulligan
General Manager,
Golden Gate Bridge, Highway & Transportation District

Christy Wegener
Executive Director,
Livermore Amador Valley Transit Authority (LAVTA)

Danielle Schmitz
Executive Director,
Napa Valley Transportation Authority (NVTA)

April Chan
General Manager/CEO,
San Mateo County Transit District (SamTrans)

Julie Kirschbaum
Director of Transportation,
San Francisco Municipal Transportation Agency (SFMTA)

Carolyn M. Gonot
General Manager/CEO,
Santa Clara Valley Transportation Authority (VTA)

cc: Andrew Fremier, Executive Director, Metropolitan Transportation Commission
Alix Bockelman, Chief Deputy Executive Director, Metropolitan Transportation Commission
Derek Hansel, Chief Financial Officer, Metropolitan Transportation Commission
Kathleen Kane, General Counsel, Metropolitan Transportation Commission

From: VTA Board Secretary <
Sent: Wednesday, June 24, 2026 8:57 AM
To: VTA Board of Directors < >
Cc: Gonot, Carolyn < >; Richardson, Greg < >; Haywood, Scott < >; Tran, Evelynn < >; Greene, Beverly < >
Subject: From VTA: Update on the Community Workforce Agreement Policy and Project Labor Agreement

Board of Directors:

Please see the attached memo from Greg Richardson, Deputy GM, regarding the Community Workforce Agreement Policy and Project Labor Agreement.

You may respond to this email with questions.

Thank you,

Office of the Board Secretary

Santa Clara Valley Transportation Authority

3331 North First Street, Building B

San Jose, CA 95134-1927

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MEMORANDUM

TO: VTA Board of Directors

THROUGH: Carolyn M. Gonot, General Manager/CEO

FROM: T. Gregory Richardson, Deputy General Manager

DATE: June 23, 2026

SUBJECT: Update on the Community Workforce Agreement (CWA) Policy and Project Labor Agreement (PLA)

This memorandum provides the VTA Board of Directors (Board) with an update on staff's current work in negotiating a new Project Labor Agreement (PLA) with the Santa Clara and San Benito Counties Building and Construction Trades Council (BTC) and the potential of any impact to the Board-approved Community Workforce Agreement Policy (CWA). The current PLA with BTC is scheduled to expire on July 21, 2026.

In 2016, the Board adopted the CWA to promote workforce development opportunities and support the efficient delivery of construction projects. Consistent with that policy, VTA entered a five-year PLA in 2021 with BTC.

Staff is currently in discussions with the BTC representative to evaluate whether any changes to the current CWA are needed to negotiate a new 3- or 5-year PLA. If it is determined that no changes to the existing CWA are required and negotiations are completed before the current PLA expires, the General Manager/CEO may execute the new PLA agreement without Board action.

However, if the new PLA requires a change to the existing CWA, staff will request the General Manager/CEO to execute a temporary extension to the existing PLA to provide sufficient time for negotiations. Staff will provide the Board with the proposed changes at the first available Board meeting for discussion and possible approval.

3331 North First Street
San Jose, CA 95134-1927

Administration 408-321-5555
Customer Service 408-321-2300