METROPOLITAN TRANSPORTATION COMMISSION Meeting Transcript



1	REGIONAL NETWORK MANAGEMENT COMMITTEE
2	FRIDAY, SEPTEMBER 12, 2025, 12:00 PM
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4	
5	CHAIR, ALICIA JOHN-BAPTISTE: COLLEAGUES WE'RE GOING TO CALL TO
6	ORDER THE MEETING OF THE REGION REGION COMMITTEE. MADAM CLERK,
7	SHOULD I CONTINUE TO READ THESE?
8	
9	CLERK OF THE BOARD: YES, PLEASE, AND THANK YOU.
10	
11	CHAIR, ALICIA JOHN-BAPTISTE: OKAY. THIS MEETING IS BEING
12	WEBCAST ON THE MTC WEB SITE. COMMITTEE MEMBERS AND MEMBERS OF
13	THE PUBLIC PARTICIPATING BY ZOOM AND WISHING TO SPEAK SHOULD
14	USE THE RAISED HAND FEATURE OR DIAL STAR NINE, AND I WILL CALL
15	UPON THEM AT THE APPROPRIATE TIME. TELECONFERENCE ATTENDEES
16	WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR PHONE
17	NUMBER. A ROLL CALL VOTE WILL BE TAKEN FOR ALL ACTION ITEMS
18	TODAY DUE TO REMOTE COMMITTEE MEMBER PARTICIPATION. WITH THAT
19	WILL THE CLERK PLEASE CALL THE ROLL AND CONFIRM A QUORUM.
20	
21	CLERK OF THE BOARD: WILL DO. CHAIR JOHN-BAPTISTE?
22	
23	CHAIR, ALICIA JOHN-BAPTISTE: PRESENT.
24	
25	CLERK OF THE BOARD: VICE CHAIR ANDERSEN?



1	
2	V. CHAIR, CANDACE ANDERSON: PRESENT.
3	
4	CLERK OF THE BOARD: COMMISSIONER AHN?
5	
6	EDDIE AHN: HERE.
7	
8	CLERK OF THE BOARD: MEMBER BURT? MEMBER CANEPA?
9	
10	DAVID CANEPA: HERE.
11	
12	CLERK OF THE BOARD: MEMBER EDISON, NON-VOTING, IS ABSENT.
13	MEMBER EZZY ASHCRAFT STEPPED AWAY FOR THE MOMENT.
14	
15	V. CHAIR, CANDACE ANDERSON: STEPPED AWAY BUT COMING RIGHT
16	BACK.
17	
18	CLERK OF THE BOARD: GIACOPINI NON-VOTING IS ABSENT. LEE?
19	
20	SPEAKER: HERE.
21	
22	CLERK OF THE BOARD: MAHAN IS ABSENT. MASHBURN IS ABSENT. SHAW,
23	NON-VOTING?
24	
25	DIANE SHAW: HERE.



1 2 CLERK OF THE BOARD: WE HAVE A QUORUM. THANK YOU. 3 CHAIR, ALICIA JOHN-BAPTISTE: THANK YOU THAT TAKES US TO AGENDA 4 5 ITEM TWO CONSENT CALENDAR AGENDA ITEM TWO INCLUDES ITEMS 2A THROUGH 2F. DO I HAVE A MOTION. 6 7 V. CHAIR, CANDACE ANDERSON: I'LL MOVE THE CONSENT CALENDAR. 8 9 CHAIR, ALICIA JOHN-BAPTISTE: BEFORE A TAKE COMMENT LET ME SEE 10 IF THERE IS A SECOND ON THE MOTION? 11 12 13 EDDIE AHN: SECOND. 14 CHAIR, ALICIA JOHN-BAPTISTE: THANK YOU. MOTION ANDERSEN SECOND 15 ANN. DO I HAVE COMMENT OR COMMENT ON THIS ITEM? 16 17 DIANE SHAW: YES I HAVE A QUESTION I HEARD A WHILE BACK WE'RE 18 19 GOING TO BE INTEGRATED OUR SYSTEM CONNECTING OUR ELIGIBILITY SYSTEMS TO STATE PROGRAMS WHO ALREADY DO THIS TYPE OF 20 ELIGIBILITY I WONDER WHAT THE STATUS IS, WHETHER THE 21 22 ELIGIBILITY IS THE SAME FOR ALL OF THESE THREE PROGRAMS AND THEN IF WE CONNECT WITH THE STATE DOES THAT MEAN WE WOULDN'T 23 24 HAVE TO HAVE CONTRACTS SUCH AS THIS MOVING FORWARD IN THESE EXPENSES? 25



1 2 ALIX BOCKELMAN: THANK YOU MEMBER SHAW. I THINK YOU'RE REFERRING TO MAYBE ITEM 2E ABOUT THE VERIFICATION? 3 4 5 DIANE SHAW: THE CLIPPER START. 6 7 ALIX BOCKELMAN: I THINK WE'LL BRING YOU A FULL UPDATE ON THAT. WE'RE WORKING WITH THE STATE, THROUGH THEIR CALIFORNIA 8 9 DEPARTMENT OF TECHNOLOGY. BUT IT REALLY WILL BE KIND OF AN ADDITIONAL WAY THAT PEOPLE CAN GET VERIFIED. I DON'T THINK --10 IT DOES NOT NEGATE THE NEED FOR THIS SO, WE CAN GIVE YOU MORE 11 12 A FULL PICTURE. BUT WE'RE EXCITED ABOUT THE OPPORTUNITY THAT WE'RE STILL WORKING ON WITH THE STATE BECAUSE THAT I WILL 13 ALLOW A LOT MORE PEOPLE THAT ARE ALREADY ENROLLED IN A STATE 14 PROGRAM TO HAVE A MUCH EASIER TIME BEING ENROLLED IN CLIPPER 15 START. BUT I THINK WE NEED BOTH. 16 17 DIANE SHAW: OH INTERESTING. WHEN YOU BRING IT BACK, THAT WOULD 18 19 BE INTERESTED IN UNDERSTANDING WHY WE WOULD NEED BOTH BECAUSE IT SEEMS LIKE THEY'RE ALREADY DOING IT THE ELIGIBILITY IS 20 SIMILAR COULD COMBINE THESE POSSIBLY SAVE NOT JUST MONEY BUT 21 22 TIME AROUND GETTING THIS STUFF APPROVED. SO, THANK YOU. 23 24 CHAIR, ALICIA JOHN-BAPTISTE: ANY OTHER COMMENTS FROM COMMITTEE

MEMBERS? SEEING NONE. IS THERE ANY PUBLIC COMMENT?



1	
2	CLERK OF THE BOARD: THERE IS NO WRITTEN CORRESPONDENCE
3	RECEIVED ON THIS ITEM THERE IS NO ONE IN ZOOM OR THE BOARDROOM
4	WISHING TO SPEAK ON THIS ITEM.
5	
6	CHAIR, ALICIA JOHN-BAPTISTE: OKAY. WILL THE CLERK PLEASE CALL
7	THE VOTE?
8	
9	CLERK OF THE BOARD: WILL DO. BAPTIST?
10	
11	CHAIR, ALICIA JOHN-BAPTISTE: AYEANDERSEN?
12	
13	V. CHAIR, CANDACE ANDERSON: AYE.
14	
15	CLERK OF THE BOARD: BURT?
16	
	PAT BURT: YES.
18	
	CLERK OF THE BOARD: CANEPA?
20	DALLED CAMEDA . VEGAG
	DAVID CANEPA: YESAS.
22	CLERK OF THE BOARD: EZZY ASHCRAFT?
24	CLUIN OF THE DORLD. EZZI ADHONAFI:
	MARILYN EZZY ASHCRAFT: AYE.



1 2 CLERK OF THE BOARD: MAHAN IS ABSENT. MASHBURN? IS ABSENT. MOTION PASSES UNANIMOUSLY BY ALL MEMBERS PRESENT. 3 4 5 CHAIR, ALICIA JOHN-BAPTISTE: THANK YOU. MOVING TO AGENDA ITEM 3A, REGIONAL NETWORK MANAGEMENT COUNCIL AND TRANSIT OPERATOR 6 7 COORDINATION UPDATE. WE'RE JOINED BY SOME GUESTS TODAY BOB PERCENT OF BART AND NANCY W OF MARIN TRANSIT ARE GOING TO 8 9 PRESENT THIS INFORMATION ITEM, AND ALSO WILL HEAR FROM ANDREW FREMIER, OUR EXECUTIVE DIRECTOR. WOULD YOU LIKE TO INTRODUCE 10 THE ITEM? 11 12 13 ANDREW FREMIER: I WOULD LIKE TO AND YOU DID A NICE JOB OF GETTING US STARTED I HAVE GOT BOB POWERS, GENERAL MANAGER EVER 14 BART BUT ALSO THE CHAIR OF OUR REGIONAL NETWORK MANAGEMENT 15 COUNCIL AND OF COURSE NANCY WELLEN FROM MARIN TRANSIT WE SPENT 16 17 A LOT OF TIME WORKING TOGETHER ON THIS IT'S ANOTHER CHANCE FOR US TO SHOW THE AMOUNT OF REGIONAL EFFORT THAT DOES GO INTO 18 19 THESE DISCUSSIONS. THE PURPOSE OF IS TO PROVIDE OPPORTUNITY FOR MEET MEMBERS TO HEAR DIRECTLY FROM THE COUNCIL'S CHAIR 20 ABOUT THE COMMITTEE'S WORK, WHAT KINDS OF IMPACTS ON RIDERS WE 21 22 SEE AND ALSO TO RECEIVE AN UPDATE FROM ONE OF OUR TRANSIT 23 GENERAL MANAGERS ON SOME OF THE KEY OPERATOR-LED INITIATIVES. 24 AS MUCH PROGRESS AS WE HAVE MADE IN THE PAST FIVE YEARS TO IMPROVE THE TRANSIT SYSTEM WE KNOW WE HAVE A LONG WAY TO GO 25



- 1 BUT WE'RE DOING ALL THIS WORK TO TRY TO IMPROVE THIS SYSTEM
- 2 FOR CURRENT RIDERS AND ATTRACT NEW RIDERS WE'RE ROLLING OUR
- 3 SLEEVES UP AND TRYING TO DEAL WITH IT. THE BAY AREA NETWORK
- 4 WAS BUILT ON PARTNERSHIP IT RUNS ON THAT PARTNERSHIP AND ITS
- 5 CONTINUED SUCCESS REQUIRES THAT PARTNERSHIP TO WORK WELL. SO,
- 6 WITH THAT, I WOULD LIKE TO TURN IT OVER TO BOB AND TO NANCY TO
- 7 PROVE MY POINT.

- 9 ROBERT POWERS: I WAS GOING TO SAY GOOD MORNING BUT WE'RE IN
- 10 THE AFTERNOON NOW. GOOD AFTERNOON, MADAM CHAIR, JOHN-BAPTISTE
- 11 AND MTC COMMISSIONERS. THANK YOU VERY MUCH FOR HAVING ME HERE.
- 12 MY NAME IS BOB POWERS, AND I AM THE CHAIR OF THE NETWORK
- 13 MANAGEMENT COUNCIL AND I AM ALSO THE BART GENERAL MANAGER.
- 14 IT'S A PRIVILEGE TO BE HERE TO PROVIDE AN UPDATE ON THE
- 15 COUNCIL. AS ANDY SAID, I THINK AT THE CORE OF THIS, THE
- 16 PURPOSE OF THIS UPDATE IS TO CONTINUE THE COMMUNICATION AND
- 17 THE COORDINATION BETWEEN THIS COMMITTEE AND THE COUNCIL. AND,
- 18 AGAIN, I CHAIR THE COUNCIL. AND I WOULD -- THERE IS ABOUT A
- 19 DOZEN SLIDES HERE, ONE TAKEAWAY AT THE END HERE IS IT'S
- 20 WORKING AND THE IT, IT'S THE COORDINATION, THE COMMUNICATION,
- 21 THE COLLABORATION AND THE RESULTS. SO, AS YOU GO THROUGH THIS,
- 22 TAKE SOME INFORMATION ON SOME OF THESE SLIDES, JUST THINK
- 23 ABOUT THAT COMMENT THAT I JUST MADE THERE AND HOPEFULLY THAT
- 24 RINGS TRUE WITH YOU AS WELL AS IT DOES WITH ME. IF WE COULD GO
- 25 TO SLIDE TWO, PLEASE? SO, IF YOU CAN -- YOU KNOW, YOU CAN READ



- 1 THROUGH THIS SLIDE, BUT I THINK AT THE HEART OF IT, AND IT'S
- 2 SOMETHING THAT I PREACH EVERY DAY FROM WHAT -- AS THE BART
- 3 GENERAL MANAGER, AND ALSO AS THE REGIONAL NETWORK CHAIR OF THE
- 4 COUNCIL IS, ARE WE -- IS WHAT WE'RE TALKING ABOUT, WHAT WE'RE
- 5 DOING, ARE WE IMPROVING THE CUSTOMER CONSPIRACY, RIGHT? THAT'S
- 6 AT THE CORE OF IT. AND WE'RE ALWAYS LOOKING FOR OPPORTUNITIES
- 7 TO IMPROVE THE CUSTOMER EXPERIENCE. AND YOU CAN SEE, YOU KNOW,
- 8 WE TRY TO HOLD OURSELVES ACCOUNTABILITY ON THE RESULTS, AND
- 9 LEVERAGING EXPERTISE IS KIND OF AN IMPORTANT ONE TOO. YOU
- 10 KNOW, DIFFERENT OPERATORS HAVE DIFFERENT SKILL SETS. YOU KNOW,
- 11 LARGER OPERATORS, SMALLER OPERATORS, OR OPERATORS THAT ARE,
- 12 YOU KNOW, INTIMATE WITH A SUBJECT MATTER EXPERT, AND WE CAN
- 13 FLEX AND SHARE THAT EXPERTISE AMONGST ALL OF THE OPERATORS,
- 14 AND THEN THE LEADERSHIP IS ALL ABOUT, YOU KNOW, IDENTIFYING
- 15 WHERE THE OPPORTUNITIES ARE, WHERE THE CHALLENGES ARE,
- 16 BREAKING THROUGH THOSE, AND DELIVERING THE RESULTS. SO, IT,
- 17 AGAIN, IT IS WORKING. LET'S TALK ABOUT SLIDE THREE, PLEASE.
- 18 OKAY. SO, SLIDE THREE IS, AGAIN, ABOUT HOW WE'RE WORKING
- 19 TOGETHER AND HOW WE'RE DELIVERING FOR THE BAY AREA. YOU KNOW,
- 20 THE OPERATORS, WITH ANDY AND MTC AND WITH ALIX AT THE TABLE,
- 21 IT REALLY HAS CHANGED THE DIRECTION OF PUBLIC TRANSIT IN THE
- 22 BAY AREA. IT FUNDAMENTALLY HAS. WHETHER IT'S, YOU KNOW, THE
- 23 CULTURAL SHIFT TO THIS REGIONAL APPROACH ABOUT DOING WHAT'S
- 24 BEST FOR THE REGION, THE COLLABORATIVE EFFORT THERE, THE
- 25 PARTNERSHIP MODEL, IT'S AN INTERESTING ONE OUT THERE, THIS



- 1 PARTNERSHIP MODEL. I SEE BILL BACON SITTING BACK HERE IN THE
- 2 AUDIENCE, BUT I'LL TELL YA, IN THE PAST, THERE WAS A LITTLE
- 3 BIT -- AND WE'RE PAST IT NOW -- BUT WE WEREN'T COLLABORATING.
- 4 WE -- AND BECAUSE THE COLLABORATION WASN'T THERE, ARE THE
- 5 COMMUNICATION WASN'T THERE, ARE THE RESULTS WEREN'T THERE.
- 6 AND, NOW, THERE IS PROBABLY NOT AN INITIATIVES GOING IN PUBLIC
- 7 TRANSIT IN THE BAY AREA THAT'S NOT OPERATOR AND MTC LED. IT'S
- 8 ALMOST, THEY'RE GETTING BLENDED TOGETHER, WE'RE MERGING
- 9 TOGETHER, AND AT SOME LEVEL, IT'S A LITTLE INDISTINGUISHABLE.
- 10 RIGHT? THE -- I WOULD SAY THE BEGINNING OF THAT PARTNERSHIP
- 11 MODEL WAS SOMETHING THAT WE, JOKINGLY, A LITTLE PLAYFULLY, HAS
- 12 MORPHED INTO THE BILL BACON MIKE EISEMAN MOLD NOW IT'S MIVRED
- 13 INTO A LOT MORE BUT AS BILL BACON IS MTC STAFF AND MIKE
- 14 EISEMAN IS STILL BART STAFF BUT THAT IS ABOUT PARTNERSHIP
- 15 MODEL SO IT'S WORKING IF WE CAN GO SLIDE FOUR, PLEASE.
- 16 TANGIBLE RESULTS HERE. YOU KNOW, IS REALLY IMPROVING THE
- 17 CUSTOMER EXPERIENCE, WHAT ARE WE DOING WITH YOUR HELP, LET'S
- 18 TALK ABOUT THAT A LITTLE BIT. AND I WOULD HIGHLIGHT AGAIN, I'M
- 19 NOT GOING TO READ EVERYTHING UP ON THAT SLIDE BUT LET'S.2
- 20 PIECES OF INFORMATION IT'S WORTH NOTING ON THIS SLIDE. START
- 21 WITH CLIPPER BAY PASS, IN THE UC BERKELEY SYSTEM, 90% SUPPORT
- 22 TO JOIN CLIPPER BAY PASS. RIGHT? IT'S IMPORTANT ON SO MANY
- 23 LEVELS, RIGHT? AND, YOU KNOW, THEY'RE ALL VERY IMPORTANT, BUT
- 24 THAT'S THE FUTURE, RIGHT? AND YOU KNOW, WE GO FROM THERE, WE
- 25 EVEN CAN COME BACK, RIGHT? YOU GET THE JUNIOR COLLEGE, YOU GET



- 1 THE HIGH SCHOOL, SO, YOU KNOW, THAT'S SUCH A GOOD STORY.
- 2 CLIPPER START, I WOULD POINT YOU TO THE SECOND BULLET THERE,
- 3 UP 82%. WE'RE AT 57,000 ENROLLEES. YOU COULD DO -- 80% SINCE
- 4 2024. I THINK MANY OF YOU, I KNOW I HAVE BEEN A LITTLE
- 5 CRITICAL ABOUT WE CAN DO BETTER ABOUT GETTING THE MARKETING
- 6 OUT, GETTING THE MESSAGE OUT, AND IT'S DELIVERED RESULTS, UP
- 7 82%. THE -- WHERE THE BOARD -- WE'RE THE COUNCIL -- WE HAD AN
- 8 UPDATE FROM THE FOLKS THAT RUN THE CLIPPER START PROGRAM, JUST
- 9 LAST MONTH CRAZY GOOD RESULTS AND THESE ARE THE RESULTS OF
- 10 THEIR EFFORT THERE. WE'RE MAKING PROGRESS ON -- ALBEIT NOT AS
- 11 QUICK AS WE NEED TO, BUT NONETHELESS PROGRESS ON THE NEXGEN
- 12 CLIPPER GOING TO C2 AND THE FIRST PHASE OF THAT WAS ROLLED OUT
- 13 JUST A FEW WEEKS AGO, AND AGAIN FOR YOUR EDUCATION, AND
- 14 INFORMATION, BATA WENT TAP TO RIDE, I DON'T KNOW, THREE WEEKS
- 15 -- FOUR -- THREE WEEKS AGO, SOMETHING LIKE THAT, BUT I WOULD
- 16 SAY THIS ON THAT, IT'S NOT WHEN, IT'S HOW IT WAS RECEIVED. IT
- 17 WAS RECEIVED BY THE PUBLIC, YOU KNOW, VERY WELL, NUMBER ONE,
- 18 OVERDUE, YES. I CAN TAKE THAT, IF YOU -- THAT CRITICISM, BUT
- 19 VERY WELL-RECEIVED. I THINK WE'RE PUSHING OF THE BART TAP AND
- 20 RIDES RIGHT NOW, WE'RE ROUGHLY ABOUT 7% ALREADY OF BART'S
- 21 RIDERSHIP IS USING TAP TO RIDE. AND IT'S BEEN FAIRLY SMOOTH.
- 22 YOU KNOW, THERE IS A COUPLE ONE-OFFS HERE AND THERE BUT
- 23 GENERAL PROBABLY 9.5 OUT OF TEN ON THAT ROLL OUT. SO WE'RE
- 24 DOING PRETTY GOOD THERE. LET'S SEE. WHY DON'T WE GO TO SLIDE
- 25 FIVE, PLEASE. OKAY. SLIDE FIVE, THERE IS A LOT ON THIS SLIDE



- 1 HERE. BUT THE TAKEAWAY FROM THE SLIDE IS, YOU KNOW, WHAT WE'RE
- 2 TRYING TO ARTICULATE ON THIS SLIDE ARE KIND OF THREE AREAS
- 3 THAT SOME OF THESE TANGIBLE BENEFITS, YOU KNOW, NEST
- 4 THEMSELVES IN. AND ONE IS THE MANNING MAPPING AND WAYFINDING.
- 5 AGAIN, IMPROVING THE RIDER EXPERIENCE, THE CUSTOMER
- 6 EXPERIENCE. AND WE'RE REALLY UPGRADING THE MAPPING AND
- 7 WAYFINDING. WE'RE REALLY PROTOTYPING THEE STATIONS AND THESE
- 8 ARE KIND OF HUB STATIONS, AND EL CERRITO DEL NORTE, SANTA
- 9 ROSA, AND POWELL STREET STATION. AND, YOU KNOW, THE RESULTS
- 10 HAVE BEEN VERY PROMISING THERE. THE SECOND COLUMN THERE IS ALL
- 11 ABOUT, AGAIN, IT'S RIDER EXPERIENCE, RIGHT? THE FIRST ONE IS
- 12 MAPPING AND WAYFINDING. HOW DO YOU NAVIGATE A STATION THAT'S
- 13 GOT MULTIPLE OPERATORS COMING IN THERE, THIS'S SEAMLESS. YOU
- 14 DON'T CARE WHETHER YOU'RE BART, AC TRANSIT -- YOU DON'T,
- 15 RIGHT? JUST NICE, CLEAN, SIMPLE, GET ME TO WHERE I NEED ON GO,
- 16 RIGHT? THE SECOND ONE IS, WELL, GETTING THE BUS NETWORK TO
- 17 WHERE IT NEEDS TO GO ON TRANSIT PRIORITIES AND WORKING WITH
- 18 THE STATE. AND JUST SOME SERIOUSLY GOOD BENEFITS THERE. AND
- 19 THEN I THINK THERE IS JUST A -- YOU KNOW, BETWEEN MTC AND THE
- 20 OPERATORS COMMITTEE, COMMITTEE MEMBERS, COMMISSIONERS, THERE
- 21 IS A UNIFIED POSITION OF JUST, CONTINUAL IMPROVEMENT FOR
- 22 ACCESSIBILITY AND MAKING SURE THAT PUBLIC TRANSIT IS
- 23 ACCESSIBLE FOR ALL THROUGHOUT THE BAY AREA. AND WE'RE DOING A
- 24 GREAT JOB THERE, AS WELL. AND THEN I THINK -- DO I HAVE THE
- 25 LAST SLIDE IN OR DO I TURN IT OVER TO YOU? ALL RIGHT LET ME



- 1 TURN THIS OVER TO MY PARTNER, A GOOD FRIEND OF MINE, THE READ
- 2 OF MARIN TRANSIT.

- 4 NANCY WHELAN: THANK YOU, BOB. I'M NANCY WHELAN GENERAL MANAGER
- 5 AT MARIN TRANSIT AND I'M ONE OF THE SMALL OPERATOR
- 6 REPRESENTATIVES ON THE RNM COUNCIL AS WELL. SLIDE SIX PLEASE.
- 7 THE INITIATIVES BOB JUST WENT OVER ARE CRUCIAL TO IMPROVING
- 8 THE EXPERIENCE OF THE BAY AREA TRANSIT RIDER HOWEVER JUST ONE
- 9 PIECE OF THE PUZZLE FOR IMPROVED OPERATOR COORDINATION IN
- 10 ADDITION TO THE RNM OUR OPERATORS AGENCIES ARE WORKING
- 11 TOGETHER WING LATERAL TO IMPROVE THE EXPERIENCE OF OUR RIDERS
- 12 AND I'M GOING TO REVIEW KEY OPERATOR-LED INITIATIVES THAT
- 13 YIELDED CONCRETE FRONTLINE BENEFITS FOR RIDERS IN THE LAST FEW
- 14 YEARS SOME OF THESE ARE REGIONAL WHICH IS AT SCALE WORKS WELL
- 15 FOR RIDERS WHO ARE USUALLY ONLY RIDING SERVICES IN THEIR
- 16 CORNER OF THE BAY. SELECTION OF EXAMPLES ON THE RIGHT HERE,
- 17 THE BIG SYNC, SCHEDULE COORDINATION, COOPERATED SERVICE
- 18 RESTRUCTURING AND COORDINATED COMMUNICATIONS. NEXT SLIDE
- 19 PLEASE. TRANSIT AGENCIES FROM ACROSS THE REGION ARE SYNCING
- 20 SCHEDULES IN A WHOLE NEW WAY AND WE'RE CALLING IT THE BIG SINK
- 21 OPERATORS HAVE COLEAD AROUND TWO SERVICE CHANGE DATES IN
- 22 JANUARY AND IN AUGUST. PREVIOUSLY IF AGENCIES WERE NOT
- 23 COORDINATED WHEN THEY CHANGED SCHEDULES, COORDINATED TRANSFERS
- 24 WERE BROKEN, SOMETIMES FOR WEEKS OR FOR MONTHS FOR OPERATORS,
- 25 SO, THEY HAD TO WAIT UNTIL THE SCHEDULE CHANGES CAME AROUND.



- 1 SO, NOW, 21 OPERATORS HAVE ALIGNED THEIR SERVICE CHANGES TO
- 2 OCCUR ON THESE TWO DAYS AND THAT MAKES TRANSFERRING BETWEEN
- 3 AGENCIES WORK SEAMLESSLY EVEN WHEN THE SCHEDULES CHANGE. WE
- 4 HAVE ALSO DONE COORDINATED MARKETING AND COMMUNICATIONS TO
- 5 INFORM RIDERS OF THESE CHANGES BEFORE AND AFTER THEY OCCURRED.
- 6 OPERATORS HAVE ALL FOCUSED ON IMPROVING TRANSFER TIMING AT KEY
- 7 REGIONAL HUBS UNDER THE TRANSFER, ALL UPPER CASE, TRANSFER
- 8 PLAN. THIS YEAR, WE FOCUSED ON THE KEY REGIONAL HUBS OF DALY
- 9 CITY, PALO ALTO, DUBLIN, PLEASANTON AND CONCORD. AND 18 ROUTES
- 10 ACROSS THE REGION IMPLEMENTED SCHEDULE CHANGES WITH THE GOAL
- 11 OF IMPROVING TRANSFER TIMING FOR RIDERS. NEXT SLIDE, PLEASE.
- 12 THE NEXT TWO SLIDES HAVE A LOT OF INFORMATION BUT THE GIST IS
- 13 THAT IMPROVED TRANSFER TIMING FOR THESE ROUTES HAVE LED TO
- 14 MEANINGFUL TRAVEL TIME SAVINGS FOR RIDERS THAT TRANSFER AT
- 15 DALY CITY AND PALO ALTO ON THE PENINSULA IN SOME CASES BY AS
- 16 MUCH AS 20%. NEXT SLIDE. ANOTHER EXAMPLE RIDERS IN EAST BAY
- 17 WHO TRANSFER CONCORD OR DUBLIN PLEASANTON HAVE BENEFITTED
- 18 CONSIDERABLE TIME SAVINGS FOR EXAMPLE, MORNING COMMUTERS FROM
- 19 LIVERMORE CAN NOW GET TO SAN FRANCISCO 17 MINUTES FASTER. NEXT
- 20 SLIDE. NOW GOING UP TO MY CORNER OF THE REGION, IN 20 TAPE, --
- 21 2023, WE LAUNCHED MASCOTS MARIN SONOMA COULDN'T THE TRANSIT
- 22 SERVICE PLAN WITH A CATCH NAME THEIR MASCOTS THIS EFFORT
- 23 FOCUSED ON IMPROVING SERVICE EFFICIENCY EFFECTIVENESS AND
- 24 ELIGIBILITY FOR TRANSIT RIDERS IN THE MARIN SONOMA COUNTIES
- 25 ESPECIALLY THOSE ALONG THE HIGHWAY 101 CORRIDOR WHICH IS LIKE



- 1 OUR MAIN STREET OUR SIX TRANSIT PROVIDERS COUNTY
- 2 TRANSPORTATION AUTHORITIES MTC HAVE ONE AGENCY CREATE A SET OF
- 3 RECOMMENDATIONS FOR NEAR-TERM IMPLEMENTATION THOSE INCLUDE
- 4 REDUCING DUPLICATION AND STREAMLINING OVERLAPPING SERVICES
- 5 IMPROVING FREQUENCY WHICH IMPROVES CONNECTIONS, AND PUTTING
- 6 SERVICE WHERE RIDERS ARE. THIS MEANS PULLING TOGETHER AS A
- 7 COLLECTIVE TO SUPPORT COST EFFECTIVE RIDERSHIP GROWTH. NEXT
- 8 SLIDE. SO, THE SPECIFIC RECOMMENDATIONS MAY NOT BE MEANINGFUL
- 9 TO SOME OF YOU WHO DON'T TRAVEL REGULARLY ON MARIN OR SONOMA
- 10 TRANSIT SERVICES BUT I PUT THEM HERE TO ILLUSTRATE THE
- 11 MAGNITUDE OF THE CHANGES THAT WE RECOMMENDED. THROUGH THIS
- 12 PROCESS, THE TRANSIT AGENCIES HAVE SHOWN A TRUE WILLINGNESS TO
- 13 MAKE BIG CHANGES TO STREAMLINE SERVICES FOR RIDERS AND FOR OUR
- 14 PRODUCTIVITY. THE COLLECTIVE GOAL IS TO PUT MORE PEOPLE IN THE
- 15 SEATS THAT WE'RE DELIVERING. GOLDEN GATE TRANSIT ROUTE 101 HAS
- 16 BEEN THE BACKBONE OF SERVICE IN THIS CORRIDOR FOR DECADES BUT
- 17 SMART RIDERSHIP HAS FAR OUTPACED BUS RIDERSHIP SINCE THE TRAIN
- 18 CAME INTO SERVICE AND HAS RECOVERED POST-PANDEMIC RIDERSHIP
- 19 HAS ACCELERATED QUITE A BIT OVER POST-PANDEMIC RIDERSHIP WE
- 20 HAVE TRUNCATED BUS ROUTE 101 IN NOVATO INSTEAD OF HAVING IT GO
- 21 ALL THE WAY TO SANTA ROSA TO FOCUS ON THE MOST PRODUCTIVE
- 22 PORTION OF THE ROUTE BETWEEN SAN RAFAEL AND SAN FRANCISCO OF
- 23 THE SMART, AS THE NEW BACKBONE OF TRANSIT TRAVEL BETWEEN MARIN
- 24 AND SONOMA WOULD INCREASE TRAIN HOURS OF OPERATION AND
- 25 FREQUENCY. BUS ROUTES WILL BE STREAMLINED BETWEEN MARIN



- 1 TRANSIT AND GOLDEN GATE, TRANSIT IN SOUTHERN MARIN COUNTY AND
- 2 BUS CONNECTIONS WILL IMPROVE WITH SMART STATIONS ALL ALONG THE
- 3 RAIL CORRIDOR. ALL RIDERS WILL HAVE ALTERNATIVE AND FOR MOST,
- 4 THE REGIONAL FARES WILL ACTUALLY GO DOWN DUE TO SMART BEING
- 5 MORE AFFORDABLE THAN GOLDEN GATE TRANSIT. AFTER COMPLETING A
- 6 ROBUST PUBLIC OUTREACH EARLIER THIS SUMMER OUR AGENCY BOARDS
- 7 WILL FINALIZE CHANGES THIS FALL FOR IMPLEMENTATION IN SPRING
- 8 OF 2026, AND THAT BEGINS A THREE-YEAR EVALUATION. A THREE-YEAR
- 9 PILOT PERIOD. NEXT SLIDE. AND THEN, FINALLY, INDIVIDUAL
- 10 AGENCIES HAVE ALSO UNDER TAKEN SERVICE RESTRUCTURINGS TO
- 11 INCREASE COORDINATION WITH THEIR NEIGHBORING AGENCIES WHICH
- 12 IMPROVE SERVICE FOR RIDERS. THIS HIGHLIGHTS THREE CRITICAL
- 13 EFFORTS WITH MUNI, AC TRANSIT, AND CALTRAIN, BUT A NUMBER OF
- 14 AGENCIES, INCLUDING TRI DELTA TRANSIT, AND SOLTRANS HAVE
- 15 ANALYZED AND IMPLEMENTED CHANGES TO STREAMLINE AND IMPROVE
- 16 RIDER EXPERIENCE AND THEIR SERVICE AREAS THESE EFFORTS RESOLVE
- 17 AROUND SIMILAR THEMES AS MASCOTS ARE FOCUSING ON FREQUENCY
- 18 REGULAR SPACING OF TRIPS IMPROVE CONNECTIONS AND ABILITY TO
- 19 COORDINATE AS WELL AS USABLE SERVICES FOR OUR RIDERS. IN
- 20 SUMMARY THESE OPERATOR-LED EFFORTS WILL CONTINUE AND WE'LL
- 21 CONTINUE TO WORK WITHIN AND OUTSIDE OF THE FORMAL RNM
- 22 FRAMEWORK TO IMPROVE OUR COLLECTIVE SERVICES FOR THE RIDERS
- 23 THAT WE ALL SERVE. AND WE'RE COMMITTED TO OFFERING THE BEST
- 24 SERVICE WE CAN TO OUR LOYAL RIDERS AS WELL AS TO ATTRACT NEW
- 25 RIDERS. WITH THAT I'LL TURN IT TO BOB FOR CONCLUSION.



1	
2	ROBERT POWERS: I THINK THERE IS ONE MORE SLIDE LEER HERE. AS
3	YOU READ THROUGH THIS THERE IS ONE THING I WANT TO MENTION ON
4	THE SLIDE AND I HAVE ONE MORE POUND I WOULD LIKE TO MAKE IF
5	ALLOWED TO. WE'RE TRANSIT MONTH IS MONTH OF SEPTEMBER I THINK
6	EVERYBODY IN THIS ROOM KNOWS ABOUT THAT AND WE, AS THE
7	OPERATORS, AS COUNCIL WOULD LIKE TO INVITE YOU TO THIS RIDE-
8	ALONG WITH TRANSIT CEOS IT'S WELL ATTENDED BY THE PUBLIC AND
9	ADVOCATES AND RIDERS THAT ARE OUT THERE, IT'S SEPTEMBER 26TH,
10	RIGHT AROUND THE CORNER, YOU CAN EITHER JUMP ON THE SYSTEM AT
11	19TH AT THE BART SYSTEM MULLIGANS GOLDEN GATE BRIDGE WE'RE
12	GOING TO MAKE OUR WAY NORTHBOUND HITTING ALL THE OPERATORS
13	THERE AND THEN INTO YOUR NEIGHBORHOOD. RIGHT? AWESOME. AGAIN,
14	I MENTION TO MY LEADERSHIP YESTERDAY, AND, SO, I MENTIONED IT
15	TO YOU, AND HOPEFULLY WE CAN SEE A FEW OF YOU OUT THERE, AND
16	THEN I WOULD SAY ONE OTHER THING. IT DONNE ON ME I DIDN'T
17	MENTION IT BEFORE, I WANTED TO GIVE CREDIT AND THANK DIRECTOR
18	CHOY. ONE, SHE KEEPS US TOGETHER. SHE KEEPS ME POINTED IN THE
19	RIGHT DIRECTION ON THIS. BUT THE WHAT I'LL GIVE YOU ONE
20	AREA THAT SHE'S REALLY GRABBED AND IT REMINDED ME, ME BEING
21	BACK IN THE ROOM THAT FORMER COMMISSIONER SPERING SAID HEY
22	YOU'RE DOING A GOOD JOB POWERS, YOU'RE DOING A GOOD JOB, IT'S
23	NOT COORDINATED MARKETING YOUR COMMUNICATION YOU KNOW
24	SOMETHING IT'S A BART THING OR MARIN THING AND I REMEMBER
25	FORMER COMMISSIONER SPERING CHALLENGING ME NOT CHALLENGING



- 1 ME, BUT OFFERING ME ADVICE ABOUT GET IT TOGETHER IT'S UNIFIED
- 2 IT'S A REGIONAL THING. GET THE OPERATORS COMMS PEOPLE,
- 3 MARKETING PEOPLE WITH MTC'S. GET ONE UNIFIED VOICE THAT'S OUT
- 4 THERE. AND DIRECTOR CHOY HAS DONE A NICE JOB ON THAT. THIS IS
- 5 ONE OF THE EFFORTS THERE, THE BIG SYNC AND IT'S JUST BEEN
- 6 REFRESHING AND VERY SUCCESSFUL. AND, SO, ANYWAY, I JUST WANTED
- 7 TO MENTION THAT, AS WELL, WE DO -- WE DO TAKE GOOD
- 8 CONSTRUCTIVE FEEDBACK AND TRY TO RUN WITH IT. THE SO, ANYWAY,
- 9 THANK YOU FOR THAT, DIRECTOR CHOY. AND SO, I THINK I'M TURNING
- 10 IT BACK OVER TO -- OR -- TO THE
- 12 CHAIR, ALICIA JOHN-BAPTISTE: DO WE HAVE ANY PUBLIC SPEAKERS?
- 14 CLERK OF THE BOARD: FIRST UP ADINA LEVIN.
- 16 SPEAKER: ADINA LEVIN, I CHAIR THE REGIONAL NETWORK CUSTOMER
- 17 ADVISORY GROUP, REPRESENT SEAMLESS BAY AREA, I'LL BE SPEAKING
- 18 WITH A SEAMLESS HAT UNLESS OTHERWISE NOTED. WANTED TO FIRST OF
- 19 ALL REALLY EXPRESS A LOT OF GRATITUDE AND KUDOS TO ALL OF THIS
- 20 PROGRESS ON THE REGIONAL COORDINATION ON FARES, ON SCHEDULES,
- 21 ON WAYFINDING, MAKING FOR A MORE STREAMLINED RIDER FRIENDLY
- 22 EXPERIENCE FOR OUR TRANSIT SYSTEM IN ORDER TO BE ABLE TO
- 23 ACHIEVE ALL OF THE GOALS THAT THE REGION HAS. AND I WANTED TO
- 24 BE ABLE TO SPEAK TO A PARTICULAR POINT THAT CAME OUT OF THE
- 25 EXPERIENCE WITH TRANSIT RIDERS PARTICIPATING IN THE PROCESS OF

11

13



GETTING SB63 TO THE POINT OF A FINAL VOTE. AND THIS IS WHERE 1 2 THERE WERE MANY, MANY RIDERS WHO WERE SPEAKING UP TO THEIR BOARD MEMBERS AND THERE WAS A BOARD MEMBER ON THE COAST SIDE 3 IN SAN MATEO WHO SAID I DON'T SEE HOW THIS WILL SUPPORT MY 4 5 CONSTITUENTS. SO, WORK WAITING LOCAL TRANSIT RIDER, I NOTICED THAT WE SAID RIDERS FROM THE COAST SIDE TO DOWNTOWN SAN 6 7 FRANCISCO SAVED 17 MINUTES FROM AM PEAK IN THIS BIG SYNC AND THE LOCAL CONSTITUENT SENT THAT TO THE BOARD MEMBER AND THAT 8 9 BOARD MEMBER WHO STARTED OUT WITH GRAVE SKEPTICISM WOUND UP VOTING FOR IT ON THE SAMTRANS BOARD THIS WAS AN OBSERVATION I 10 MADE CONSISTENTLY WHERE COMMUNICATION TO THE PEOPLE ON THE 11 12 TRANSIT BOARDS ON THE CTAS ON THE CITIES IS CRITICALLY AN EXISTENTIALLY IMPORTANT. I HEARD FROM THE MTC IT'S REALLY, 13 REALLY HARD TO DO BECAUSE WE HAVE 100 WHATEVER JURISDICTIONS 14 AND 27 TRANSIT AGENCIES BUT IT'S CRITICALLY IMPORTANT TO DO 15 THAT COMMUNICATION IT CAN'T JUST COME FROM TRANSIT RIDERS ONE-16 17 ON-ONE. THANK YOU. 18 19 CLERK OF THE BOARD: THANK YOU. MOVING TO ZOOM. ROLAND, GO AHEAD AND UNMUTE YOURSELF. 20 21

22

SPEAKER: THANK YOU. SO, THE CALTRAIN CLOCK SCHEDULE WAS

- AMAZING TRANSFORMATIVE I COULDN'T SPEAK MORE HIGHLY OF IT. BUT 23
- FUNCTIONALITY REMAINS AN ISSUE. SO, I'M GOING TO QUICKLY -- I 24
- CAN HEAR SOMEBODY SPEAKING IN THE BACKGROUND -- I'M GOING TO 25



- 1 OUICKLY GO BACK TO THE EXAMPLE I GAVE EARLIER WHEREBY I GOT TO
- 2 DO IT AGAIN AND MISSED THE BUS TEN MINUTES LATE SHUTTLE WAS 20
- 3 MINUTES SWITCH TO THE RAPID THEN CONNECT TO THE VTA LIGHT RAIL
- 4 THAT WAS SANTA -- I ENDED UP GOING THROUGH -- MINUTES BEFORE
- 5 THE NEXT SHUTTLE WAS AVAILABLE FIRST QUESTION WAS WHY DID THE
- 6 SHUTTLE WAIT WHY WAS I STILL -- LATE -- THE WAY IT WORKS IS
- 7 THAT THE SHINKANSEN ALWAYS OPERATES BELOW THE MAXIMUM TRACK
- 8 SPEED BUT IF THERE IS INCIDENT WILL ACCELERATE TO MAKE UP TIME
- 9 OR IF THERE IS SOME CONSTRUCTION THAT WE GET TO THE
- 10 CONSTRUCTION ZONE EARLIER THAN SCHEDULE SO THEY MAKE IT TO
- 11 DESTINATION ON TIME. EXACT SAME SITUATION WITH CALTRAIN.
- 12 CALTRAIN IS MAINTAINED THE TRACKS CLASS 590 MILES AN HOUR BUT
- 13 CALTRAIN OPERATES AS CLASS 480 MILES AN HOUR YOU CAN DO THE
- 14 EXACT SAME THING BY INCREASING CALTRAIN SPEED TO ABOVE 80
- 15 MILES AN HOUR TO POTENTIALLY MAKE UP TIME BEFORE OR AFTER
- 16 INDEPENDENTS. IT'S A MATTER OF CHANGING OPERATION TO
- 17 ACCOMMODATE INCIDENTS ON THE LINE WHICH IS USUALLY NOTHING
- 18 MORE THAN SOMEBODY TRYING TO GET TO A TRAIN. THANK YOU.
- 20 CLERK OF THE BOARD: WE HAVE NO OTHER PUBLIC SPEAKERS FOR THIS
- 21 ITEM. SORRY. BEFORE YOU START SPEAKING COMMISSION CHAIR NOACK
- 22 WOULD YOU MIND BEING DEPUTIZED?
- 24 SUE NOACK: NO PROBLEM.

25

23



1 CLERK OF THE BOARD: THANK YOU. GO AHEAD.

- 3 SPEAKER: THANK YOU CHAIR JOHN-BAPTISTE, THERE IS A CHURCH IN
- 4 NEW YORK CALLED ST. JOHN-BAPTISTE, BELIEVE IT OR NOT. I HAVE
- 5 BEEN THERE. GOOD PRESENTATION. I'M VERY BART CENTERED IN A LOT
- 6 OF WHAT I DO, MOSTLY BECAUSE I USE BART A LOT AND SEEING THE
- 7 WORK WITH THE OPEN PAYMENTS AND ACCESSIBILITY, BART IS A
- 8 LEADER IN ACCESSIBILITY. ONE OF OUR NATIONAL LEADERS IN
- 9 ACCESSIBILITY, ALONG WITH THE SYSTEMS IN NEW YORK. AND I
- 10 PROBABLE WILL TALK QUITE A BIT ABOUT BART, YOU KNOW, THE OPEN
- 11 PAYMENTS, AND THE ONE OF OUR INTER-REGIONAL SYSTEMS, GIVEN
- 12 THAT IT CROSSES THE BAY. BUT THIS NETWORKING IS ESSENTIAL.
- 13 ABOUT US ALL WORKING TOGETHER AND SEEING THE WORK THAT WE'RE
- 14 DOING WITH TRANSFERS, THAT'S VERY GOOD. I THINK WE STILL HAVE
- 15 SOME WORK TO DO WITH MILLBRAE. MILLBRAE CAN BE CHALLENGING AT
- 16 TIMES. SOMETIMES IT'S SEAMLESS, SOMETIMES I'M WAITING HALF AN
- 17 HOUR. SO THAT'S A LITTLE MORE COMPLEX. BUT TRANSFERS ARE VERY
- 18 HELPFUL. WE DIDN'T SEE THE LAST PAGE, THANK YOU PAGE, THERE
- 19 ARE THE SIGNS, THE WAYFINDING SIGNS. THEY LOOK LIKE THE OLD
- 20 TRACK NUMBER SIGNS IN GRAND CENTRAL TERMINAL. SO, THAT'S VERY
- 21 IMPORTANT. I LIKE THE COLORS OF WAYFINDING. THAT'S VERY
- 22 MEANINGFUL TO ME, THEY'RE THE COLORS OF TEAM FOLDS. AND I KNOW
- 23 I SPEAK A LOT ABOUT BART, I MEAN, I LIKE BART ALMOST AS MUCH
- 24 AS I LIKE THE NEW YORK CITY SUBWAY. I HAVE TO GIVE THE SUBWAY
- 25 DEFERENCE TO THAT. THE SYSTEM THAT'S LEGENDARY IT'S STATELY



- 1 BUT BART IS THE PEOPLE SYSTEM AND I WAS AT THEIR MEETING
- 2 YESTERDAY. SO, I REALLY APPRECIATE ALL OF OUR LEADERS HERE
- 3 THAT I KNOW TO VARYING DEGREES THAT I HAVE KNOWN FOR A LONG
- 4 TIME. BUT NETWORKING IS IMPORTANT. THANK YOU.

5

6 CHAIR, ALICIA JOHN-BAPTISTE: THAT CONCLUDES PUBLIC COMMENT.

7

- 8 CLERK OF THE BOARD: THAT DOES CONCLUDE PUBLIC COMMENT FOR THIS
- 9 ITEM. THANK YOU.

10

- 11 CHAIR, ALICIA JOHN-BAPTISTE: THANK YOU. ARE THERE ANY
- 12 COMMITTEE MEMBERS WHO WANT TO SPEAK ON THIS? YES, MEMBER LEE?

13

- 14 SPEAKER: THANK YOU CHAIR. I HAVE COMMENTS THEN ONE QUESTION AT
- 15 THE END. BOB, I REMEMBER WHEN THE BART BOARD WAS MAKING THE
- 16 DECISION OF WHO WOULD BECOME THE NEXT GENERAL MANAGER AFTER
- 17 GRACE, I REMEMBER I REQUESTED AN ADDITIONAL MEETING WITH YOU,
- 18 ONE-ON-ONE, AND I TOLD YOU BACK THEN, BACK IN 2019, THAT IT
- 19 WAS CRITICAL FOR BART AND FOR YOU, SPECIFICALLY, IF YOU WERE
- 20 TO BECOME GM, TO BE A REGIONAL LEADER. I KNOW WE HAVE
- 21 REFERENCED THAT CONVERSATION. YOU DID, IN FACT, YOU KNOW,
- 22 BECOME OUR GENERAL MANAGER, THANK YOU. SO, WE'RE MORE THAN SIX
- 23 YEARS FROM THAT POINT.

24

25 JANICE LI: AND I CAN SAY PROBABLY AND FACTUALLY THAT, BOB, YOU



- 1 REALLY UNDERSTOOD THAT ASSIGNMENT AND YOUR ROLE AS CHAIR OF
- 2 THE RNM COUNCIL HAS BEEN A CONTINUATION OF THAT REGIONAL
- 3 LEADERSHIP. SO, THANK YOU. AND THANK YOU, WHELAN FOR ALSO
- 4 JOINING I LOVE IT BECAUSE I LEARNED SO MUCH ABOUT EVERYTHING
- 5 HAPPENING IN NORTH COUNTY. I'M AWARE BART AS THE SPINE OF OUR
- 6 SYSTEM PLAYS A UNIQUE ROLE, COORDINATION WILL NOT BE
- 7 SUCCESSFUL IF BART IS NOT GOOD IF BART IS NOT PROVIDING CLEAN
- 8 SAFE AND HIGH QUALITY TRANSIT SERVICE I DON'T SEE A WORLD
- 9 WHERE REGIONAL COORDINATION IN A WORLD WE ALL CARE ABOUT IS
- 10 SUCCESSFUL. I KNOW WHAT THE LATE OF THE HEADLINES LOOK LIKE
- 11 FOR BART AND I WISH COUNCIL MEMBER PAPAN WAS HERE TOO, I'LL
- 12 SEND HER SOME NOTES THE BART BOARD MET YESTERDAY AND WE'RE
- 13 AWARE WE HAVE TO STEP UP AND I KNOW BOB KNOWS IT, AND THERE
- 14 ARE -- THERE HAS BEEN TOUGH TIMES, BUT I DO WANT TO TAKE A
- 15 MOMENT TO BRAG ABOUT HOW GOOD BART IS GOING AND WHILE
- 16 YESTERDAY'S HEADLINES REALLY FOCUS ON THE INCIDENT ON FRIDAY,
- 17 OUR MELTDOWN, WE ALSO RECEIVED A PRESENTATION LATER IN THAT
- 18 MEETING AFTER ALL THE TV CAMERAS HAD LEFT, BART'S QUARTERLY
- 19 SERVICE PERFORMANCE REVIEW COVERING APRIL, MAY, AND JUNE OF
- 20 THIS YEAR, AND THE NUMBERS WERE STUNNING. OUR CUSTOMER ON TIME
- 21 PERFORMANCE WAS 94% AND WE HAD THE FEWEST NUMBER OF DELAYED
- 22 TRAINS IN YEARS. OUR CUSTOMER SATISFACTION IS AT AN ALL-TIME
- 23 HIGH AT 88% WHEN I JOINED THE BART BOARD BACK IN 2018 THAT WAS
- 24 LOWEST OF LOWS 56% OF BART RIDERS WERE SATISFIED WITH THE
- 25 SERVICE WE'RE PROVIDING AND WE'RE AT 88% RIGHT NOW JUST SLOWLY



- 1 TICKING UP. AND PERCENTAGE OF RIDERS WHO SAW SOMEONE FARE
- 2 EVADE HAS CUT IN HALF AND CRIMES AGAINST PERSONS HAS DECREASED
- 3 EVERY QUARTER FOR THE PAST FOUR QUARTERS IT'S NOT AN ANOMALY
- 4 THESE ARE TRENDS MOST IMPORTANTLY BEARING OUT OUR RIDERSHIP
- 5 JUST LAST MONTH AUGUST UP 10% OVER BUDGET I THINK WE'RE 10%
- 6 FOR THE YEAR RIGHT? 10% HIGHER I'M SAYING PUBLICLY, BART
- 7 DEEPLY UNDERSTANDS THE NEED TO IMPROVE CUSTOMER EXPERIENCE AND
- 8 ROLE WE PLAY IN THE REGION, TO MAKE GOOD ON PROMISED TO OUR
- 9 RIDERS. WITH THAT I WANT IT THANK GENERAL MANAGERS HERE TODAY,
- 10 WHELAN AND POWERS FOR THE WORK YOU'RE DOING TO OPERATIONAL THE
- 11 DREAMS WE ALL HAD DURING THE BLUE RIBBON TRANSFORMATION WHEN
- 12 TRANSIT RECOVERY WAS HELD. AND WE DUE THAT THE SURVIVAL OF BAY
- 13 AREA TRANSIT REALLY DEPENDED ON THE OPERATORS WORKING TOGETHER
- 14 CLOSELY WITH MTC AND DELIVERING FOR EVERY DAY RIDERS. SO, MY
- 15 MESSAGE TO YOU ALL AND THE RNM COMMITTEE S PLEASE CONTINUE
- 16 THIS WORK, EXPAND THE WORK, AND KNOW THAT INERTIA ALONE IS NOT
- 17 ENOUGH CAN'T JUST MEET TO MEET AND WE HAVE TO CONTINUE TO BE
- 18 BOLD AND DELIVER MOST EXCITED CLIPPER START AND EVENTUALLY
- 19 NEXT CLIPPER THOSE NEW PROGRAMS ESPECIALLY WITH FARE PROGRAMS
- 20 BECAUSE I THINK THAT'S SOMETHING REALLY IMPRESS MOST MEDICAL
- 21 REALLY HOPE THESE NEW PRODUCTS KEEP PUSHING US TO IMPROVE FARE
- 22 POLICY, TAKING US TO GET FROM POINT A TO B DEPENDING WHAT
- 23 SYSTEM YOU'RE RIDING I WOULD LOVE TO SEE CONTINUING
- 24 IMPLEMENTATION OF BEST FARE PRACTICE POLICY LIKE A A
- 25 ACCUMULATORS AND MORE. CAN'T WAIT FOR THE DISCOUNT TO GO INTO



EFFECT. MTC'S CRITICAL ROLE HELPING TO COMMUNICATE THIS 1 2 PROGRESS, WHEN I DRIVE I SEE TAXPAYER DOLLARS AT WORK, FOR SB1, SALES TAX SAP FRISK I WANT TO MAKE SURE PEOPLE KNOW THEIR 3 TAXES BRIDGE TOLLS ALL THOSE FINES AND THESE ARE ACTUALLY 4 5 DELIVERING REAL PROGRAMS AND BENEFIT I DON'T MELANIE OR ANNIE E ANDY CAN YOU TALK ABOUT HOW THIS INFORMATION PROGRESS IS 6 7 BEING COMMUNICATED MORE BROADLY? 8 9 MELANIE CHOY: MELANIE CHOY, DIRECTOR OF RNM, IN TERMS OF COMMUNICATION IN PROGRAMS MORE BROADLY SPECIFICALLY FOR THE 10 FARE PROGRAMS THEMSELVES OR BROADLY FOR THE SUITE OF THINGS? 11 12 13 JANICE LI: FOR ALL OF THE REGIONAL NETWORK. I JUST REMEMBER THERE WERE POLLS, I MEAN, WHAT HAPPENED WE POLLED IT AT THIS 14 POINT BUT ONE OF THE THINGS THAT CONSISTENTLY ROSE TO THE TOP 15 WHAT TRANSIT RIDERS WANTED TO SEE WAS COORDINATION BETWEEN 16 17 MANY TRANSIT OPERATORS AMONGST THE REGION, ONE OF THE THINGS THAT PRESIP TATED THAT, THE RNM, THIS COMMITTEE, THE COUNCIL 18 19 JUST THE FARE PROGRAMS PROGRESS BEING MADE AROUND REGIONAL 20 NETWORK COORDINATION. 21 22 MELANIE CHOY: IN TERMS OF REGIONAL NETWORK COORDINATION OUR 23 FOCUS HAS BEEN ON ELEVATING TANGIBLE COMPONENT WAS THE PROGRAM 24 THAT'S WHY YOU'RE SEEING OUT THERE A LOT OF INFORMATION

REGARDING THE FARE PROGRAMS MAPPING AND WAYFINDING ONE OF THE



THINGS WE FIND IS A STRENGTH IS THE PRODUCTS THAT WE ARE 1 2 WORKING ON THAT TOUCH THE RIDERS AND EMBEDDED IN IT IS THE FRAMEWORK STRUCTURE THAT KNITS IT BEHIND THE SCENES SO OUR 3 COMMUNICATION AND MARKETING ISN'T SO FOCUSED ON THE BEHIND THE 4 5 SCENES GOVERNANCE STRUCTURE REGARDING IT. HOWEVER, WHAT WE DO HAVE UP AND COMING IS YOU THERE OUR TWO FUTURE ACTION WHICH IS 6 7 EVALUATION OF OUR REGIONAL NETWORK MANAGEMENT FRAMEWORK STRUCTURE, I THINK THAT'S ONE OPPORTUNITY FOR US TO THEN SHIFT 8 9 AND HAVE COMMUNICATION BASED ON THE STRUCTURE, ITSELF. AND THEN THE SECOND THING THAT WE'RE LOOKING FORWARD TO, ALSO, IN 10 THE NEXT FISCAL YEAR IS THE UPDATE OF THE ACTIONS PLAN AND 11 12 THAT UPDATE OF THE ACTION PLAN INHERENTLY IN THAT UPDATE WHEN WE'RE TALKING ABOUT WHAT WE SHOULD BE PRIORITIZING AS A REGION 13 THE COLLABORATION STRUCTURE ALSO, I THINK WHAT EMERGED THROUGH 14 THAT DISCUSSION, AS WELL: 15 16 ANDREW FREMIER: IF I COULD ADD TO THAT, FIRST OF ALL, I WANT 17 TO THANK YOU FOR YOUR COMMENTS. AND I, TOO, WISH MEMBER PAPAN 18 19 WERE HERE. BECAUSE I THINK WE'RE, SORT OF, AT THAT POINT. ONE OF THE THINGS THAT WE HAVE ALL STRUGGLED WITH IS GETTING UNITY 20 ON SB63 SO THEN COULD FOCUS ON THE MESSAGE. THEN WE START TO 21 22 SEED OF TAG LINES I THINK THE NEXT SHIRT MIGHT BE BART THE 23 PEOPLE'S TRANSIT SYSTEM OR SOMETHING LIKE THAT. I DO THINK 24 WE'RE AT THE POINT NOW WE NEED TO PULL A LOT OF THE

INFORMATION THAT YOU SAW FROM THE GMS, A LOT OF THINGS THAT



YOU SAID REALLY START GETTING THAT INFORMATION IN FRONT OF 1 2 PUBLIC BUT I REALLY THINK WE COULDN'T DO THAT UNTIL WE GOT TO THE POINT OF UNANIMITY AND I'M HOPEFUL THAT WE'RE THERE I 3 DON'T KNOW YET BUT HOPEFUL THAT BY SATURDAY THAT WILL BE THE 4 5 REAL MARKER AND TODAY'S CONVERSATION PRIOR TO YOU SHOWING UP COMMISSION KIND OF GAVE INSIGHT INTO THAT BUT I THINK GETTING 6 7 TO THE PUBLIC IS SOMETHING WE HAVE BEEN WAITING FOR AND HOPEFULLY WE CAN GET STARTED ON THAT. 8 9 CHAIR, ALICIA JOHN-BAPTISTE: MEMBER EZZY ASHCRAFT, AND THEN 10 MEMBER SHAW. 11 12 13 MARILYN EZZY ASHCRAFT: THANK YOU FOR THE PRESENTATION NICE TO SEE YOU HERE. I LOVE THE PROPOSAL IT'S VERY EXCITING AND WE 14 NEED ALL THIS REGIONAL COORDINATION. BUT I, TOO, WAS TROUBLED 15 BY LAST FRIDAY'S MELTDOWN, IF YOU WILL, OF THE BART SYSTEM. IT 16 17 HAPPENED TO BE THE SAME DAY THAT MTC WAS TAKING A REALLY EXCITING FIELD TRIP TO THE SOUTH BAY TO SEE SOME OF THE 18 PROJECTS IN THE SOUTH BAY. WE DIDN'T TOUR THE MILLBRAE TRANSIT 19 -- MILLBRAE BART STATION BECAUSE IT WAS CLOSED. I KNOW THINGS 20 HAPPEN, AND I HOPE THESE WERE TEACHABLE MOMENTS, BUT IT JUST 21 22 SEEMS LIKE IT WASN'T THAT LONG AGO THAT WE HAD ANOTHER BART 23 MELTDOWN, MAYBE IT WAS A DIFFERENT REASON, BUT FROM THE 24 RIDER'S PERSPECTIVE, FROM THE RIDER'S EXPERIENCE, THOSE

RIDERS, AND SOMETIMES I'M ONE OF THEM TAKING BART TO SFO IS,



- 1 YOU KNOW, YOU'RE JUST GOING TO BE VERY CHALLENGED TO MAKE YOUR
- 2 FLIGHT ON TIME. AND IT IS NOT A WAY THAT YOU INCREASE RIDER
- 3 SATISFACTION. AND YOU MOOT EVEN LOSE SOME RIDERS. AND
- 4 ESPECIALLY AS WE'RE MOVING FORWARD WITH THIS REGIONAL TRANSIT
- 5 MEASURE, SB63, BUT EVEN BEYOND THAT, EVEN IF WE WEREN'T DOING
- 6 IT, IN ORDER TO HAVE THIS REGIONAL NETWORK, IT DOES RELY ON
- 7 EACH OF THE SYSTEMS BEING OPERABLE, BEING RELIABLE. AND I --
- 8 YOU KNOW, THIS IS -- I'M NOT A TRANSIT OPERATOR, BUT I'M A
- 9 TRANSIT USER, AND WE NEED TO DO BETTER. AND THAT'S -- THAT'S
- 10 MY REQUEST. THANK YOU.
- 11
- 12 CHAIR, ALICIA JOHN-BAPTISTE: THANK YOU.
- 13
- 14 ROBERT POWERS: LET ME JUST SAY A FEW WORDS ON THAT
- 15 COMMISSIONER. AND, I THINK YOU KNOW, YOU'RE MY MAYOR, I GO BY
- 16 YOUR HOUSE WHEN I GO TO SWIM --
- 17
- 18 MARILYN EZZY ASHCRAFT: WE'RE NEIGHBORS. YES.
- 19
- 20 ROBERT POWERS: YOU KNOW WHO I AM, I JUST WANT TO MAKE SURE
- 21 YOU'RE TRACKING ON THAT LOOK THERE IS, ONCE AGAIN O BEHALF OF
- 22 BART, I WOULD APOLOGIZE TO THE ENTIRE BAY AREA, JUST
- 23 UNACCEPTABLE. I GET THAT. AND NOBODY TAKES IT HARDER THAN I
- 24 DO. I KID YOU NOT, COMMISSIONER, MADAM MAYOR, IT'S BEEN A
- 25 ROUGH COUPLE OF WEEKS ON THIS. YOU KNOW, THE TWO INCIDENTS



- THERE, THEN THERE WAS A SMOKE INCIDENT THERE. JUST NOT 1
- 2 ACCEPTABLE. AND THIS MOST -- I'LL TELL YA AND IF YOU LISTEN TO
- THE BART BOARD, WE SAID IT YESTERDAY, THIS ONE THAT HAPPENED 3
- JUST THE 5TH OF SEPTEMBER, THIS LAST FRIDAY, IT WAS AVOIDABLE. 4
- 5 RIGHT? AND WE HAVE TO DO BETTER. IT'S MY RESPONSIBILITY. THIS
- IS -- YOU KNOW WHAT, IT STOPS WITH ME. WE'RE PUTTING IN 6
- 7 ADDITIONAL MEASURES, WE HAVE PUT IN ADDITIONAL MEASURES SO
- THAT NEVER HAPPENS AGAIN, AND WE'RE BOLSTERING OUR TEAM THAT'S 8
- 9 OUT THERE ON THE NETWORK SWITCH OVERS, AND THE CONSULTANT
- TEAM. SO, MAKE NO MISTAKE ABOUT IT, IT'S MY NUMBER ONE 10
- RESPONSIBILITY, THE DAY-TO-DAY SAFE OPERATIONS OF BART. AND AS 11
- 12 BART GOES, A LOT OF THE OTHER FEEDER AGENCIES GO, AND WHEN WE
- GO DOWN, EVERYBODY GOES DOWN. I GET THAT. AND IT'S NOT 13
- ACCEPTABLE. AND I OWN THAT, AND WE'LL DO BETTER MADAM MAYOR. 14
- MARILYN EZZY ASHCRAFT: THANK YOU MR. POWERS. LET'S GRAB COFFEE 16
- 17 SOMETIME.

15

18

20

- 19 CHAIR, ALICIA JOHN-BAPTISTE: THANK YOU. MEMBER SHAW.
- DIANE SHAW: THANK YOU. AND THANK YOU BOTH FOR THIS
- PRESENTATION I LOVE THE INFORMATION COMING FORWARD AND I 22
- 23 ACTUALLY WOULD LOVE TO HAVE IT COME FORWARD MAYBE TWICE A YEAR
- 24 VERSUS ONCE A YEAR THERE IS A LOT OF WORK GOING ON YOU'RE
- STARTING TO SEE A LOT OF PROGRESS A LOT OF THESE THINGS TAKE 25



TIME TO DO AS IN MASCOTS IT TAKES A WHILE TO FIGURE OUT 1 2 WORKING WITH UNIONS AND DOING EVERYTHING IT TAKES A WHILE TO IMPLEMENT. STARTING TO SEE ALL THAT WORK HAS BEEN TAKING PLACE 3 FOR A WHILE AGENCIES HAVE BEEN MEETING TOGETHER FOR A WHILE 4 5 WE'RE STARTING TO SEE THOSE CONNECTIONS. I WANT TO ECHO WHAT MEMBER LI SAID, I THINK WE SEE A LOT OF PROGRESS AND I THINK 6 7 IT'S BEEN GREAT. AND THE BIG SYNC IS ANOTHER CAMP EXAMPLE OF THAT, WE HAD TO CHANGING OUR LABOR CONTRACTS IN ORDER TO MEET 8 9 THE JANUARY IN AUGUST YOU KNOW WE HAVE BEEN PURSUING THEM AND MTC HAS BEEN THERE ALONG WITH US TO DO THIS. I HAVE TWO 10 QUESTIONS ONE IS TO ANDY, MTC, DOING THE WORK SCHEDULE 11 12 COORDINATIONS AND ALL OF THAT SOME OF THE OTHER WORK UP UNTIL NOW SOME OF THAT WORK BETWEEN AGENCIES AND MTC HAS ALSO BEEN 13 FUNDED BY MTC. SO, WE HAVE PEOPLE WITHIN THE AGENCIES THAT ARE 14 DOING THESE WORK TOGETHER, THEY'RE MOSTLY WORKING AS A REGION, 15 BUT THEY WOK FOR AN AGENCY. AND, SO, I JUST WONDERED ABOUT THE 16 17 FUTURE OF THAT FUNDING. IS THAT GOING TO CONTINUE TO BE AVAILABLE SO THAT WE CAN CONTINUE TO HAVE THESE PERSONNEL 18 19 THERE ARE ASSIGNED, WHILE THEY MIGHT WORK FOR ONE AGENCY, THEY'RE ASSIGNED TO THE REGION IN ORDER TO KIND OF MAKE THAT 20 21 HAPPEN? 22 23 ALIX BOCKELMAN: I THINK I'M DRAWING THE SHORT STRAW ON THIS --

NOT NECESSARILY THOSE TWO PEOPLE SO, IT WAS PROVIDING FUNDING.

AND IT IS PROVIDING FUNDING. I THINK IT'S ONE OF THE REASONS

24



- 1 THAT THE MTC STAFF, YOU KNOW, ONE OF THE REASONS WE FELT IT
- 2 WAS IMPORTANT FOR SB63 TO INCLUDE MONEY FOR THE CUSTOMER
- 3 EXPERIENCE, SO THAT WE COULD CONTINUE TO ROLL OUT THESE
- 4 OUTCOMES THAT THE CUSTOMERS EXPECT, BUT ALSO TO SUPPORT THE
- 5 STAFF THAT IS DOING THAT WORK. SO, I THINK, YOU KNOW, WE'LL
- 6 CONTINUE TO WORK MTC AND THE OPERATORS TO MAKE SURE THAT WE
- 7 CAN SUPPORT THE STAFFING. I THINK IT WILL BE MADE A LOT EASIER
- 8 IF WE'RE SUCCESSFUL WITH SB63, AS THAT MOVES FORWARD. BUT I --
- 9 YOU KNOW, I GUESS THAT'S WHAT I SAY ON THAT.

- 11 DIANE SHAW: BRINGING THE COMMUNICATION TO PEOPLE, I DO THINK
- 12 THAT -- I UNDERSTAND WHAT YOU'RE SAYING DIRECTOR FREMIER,
- 13 ABOUT THE -- YOU KNOW, WE HAD TO WAIT UNTIL WE HAD SOMETHING,
- 14 BUT I DO THINK, WE HAVE TALKED IN THE PAST ABOUT HAVING SOME
- 15 KIND OF MOVIE OR SOMETHING THAT PEOPLE CAN RELATE TO AND SEE
- 16 ALL THE CHANGES THAT WE HAVE DONE AND KIND OF DO THAT AND I
- 17 THINK THAT'S THE TIME TO DO THAT IN PREPARATION FOR WHEN WE'RE
- 18 GOING TO HOPEFULLY BRING FORWARD SB63. THERE'S BEEN A LOT OF
- 19 WORK DONE. LAST QUESTION, I'M CURIOUS YOU MENTIONED IN YOUR
- 20 PRESENTATION, WHELAN, ABOUT THE AFFAIRS FARES DID YOU DISCUSS
- 21 ABOUT DOING A FARE POLICY REGIONAL FARE POLICY AMONG YOUR
- 22 AGENCIES? I AGREE WE NEED TO LOOK AT THAT GOING FORWARD AND
- 23 THAT'S A BIG THING GOING FORWARD. SO I WANTED TO, IN A SMALLER
- 24 PLACE, YOU MIGHT HAVE TALKED ABOUT THAT AND WHAT SOME OF THE
- 25 CHALLENGES ARE.



1	
2	NANCY WHELAN: YES, WE HAVE, IN FACT. AND, SO, THANK YOU FOR
3	THE QUESTION. WE, MARIN TRANSIT AND GOLDEN GATE HAVE ACTUALLY
4	HAD A PRETTY INTEGRATED FARE STRUCTURE OR ABILITY FOR OUR
5	RIDERS TO USE OUR SERVICES INTERCHANGEABLY WITH REGARD TO
6	FARES. WE HAVE HAD AN AGREEMENT IN PLACE FOR A LONG TIME AND
7	IN THE NORTH BAY WE HAVE HAD TRANSFER AGREEMENT THAT IS
8	SIMILAR TO WHAT'S GOING NOW IN THE REGION. WE HAVE HAD THAT,
9	I'LL CALL IT LOCALLY, BUT WITHIN OUR NORTH BAY OPERATIONS. SO,
10	WE HAVE DONE THAT FOR MANY YEARS, ACTUALLY. SO, THAT HAS BEEN
11	VERY SUCCESSFUL, WHERE RIDERS WERE ABLE TO THEN FROM TRANSFER
12	CREDIT AMONG OUR OPERATORS. THEN GOING FORWARD, I THINK WHAT
13	WE'RE LOOKING TOWARD IS, I DON'T KNOW IF IT'S CALLED NEXGEN
14	CLIPPER OR THIRD JEN, SOMETHING, IT WILL BE ANOTHER GENERATION
15	MAYBE OF CLIPPER WHERE WE HAVE KIND OF LOOKED AT, AGAIN, THE
16	NORTH BAY ARE OUR PART, NA RIDDEN AND SONOMA ARE SOMEWHAT OF A
17	UNIQUE SUBREGION WHERE WE DON'T TOUCH BART YET, SPA, BOB, SO
18	WE REALLY HAVE THOSE OPERATIONS ALONG THAT CORRIDOR SO
19	IMPORTANT WE HAVE LOOKED AT HOW WE CAN USE A COMMON PATH IN
20	OTHER WORDS AND I KNOW THAT HAS BEEN DISCUSSED ELSEWHERE BUT
21	HAVING A SINGLE PASS COULD BE USED ON ALL OF THE OPERATIONS IN
22	THE NORTH BAY AND CLIPPER WOULD BE A BIG PART OF HOW THAT
23	COULD HAPPEN.
24	

DIANE SHAW: THANK YOU. I LOOK FORWARD TO THAT. THANK YOU.

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1 2 CHAIR, ALICIA JOHN-BAPTISTE: CHAIR NOACK. 3 SUE NOACK: DEPUTIZED TODAY I GET TO SPEAK, I GUESS. I WANT TO 4 5 THANK YOU FOR THE REPORT. IT WAS REALLY INFORMATIVE AND IF IT'S NEWS TO US IT'S GOING TO BE EVEN BIGGER NEWS TO THE 6 7 PUBLIC ALL THESE THINGS SB63, FOR THEM -- TO WHERE THEIR MONEY OR EFFORTS MAY GO. SO IF WE CAN ADD THAT TO THE NEXT 8 9 PRESENTATION, OR NEXT PROCESS THAT WOULD BE HELPFUL. 10 ROBERT POWERS: SURE. 11 12 13 SUE NOACK: THANK YOU. 14 CHAIR, ALICIA JOHN-BAPTISTE: ANYBODY ELSE ON THE COMMITTEE? 15 16 I'LL CLOSE US OUT THEN. WHEN YOU REFERENCE THE BACON EISEMAN MODEL IT BOUGHT ME BACK TO TEN OR 12 YEARS AGO WORKING WITH 17 BILL BACON AND GETTING TO EXPERIENCE HIS COLLABORATIVE BRIDGE 18 19 BUILDING SKILL SET DIRECTLY THANK YOU BILL BACON FOR CONTINUING TO DO THAT WORK I WANT TO APPRECIATE THE LEADERSHIP 20 YOU'RE BOTH PROVIDING IN THIS SPACE I MEAN I THINK WE ALL IN 21 22 THIS ROOM UNDERSTAND THAT IF WE'RE GOING TO MOTIVATE PEOPLE TO 23 USE TRANSIT WHICH OF OCCURS WE NEED TO DO WE NEED TO HAVE A 24 SEAMLESS TRANSIT SYSTEM REGARDLESS OF WHO'S OPERATING IT AND GET TO THAT POINT REQUIRES INTENSE COLLABORATION AND 25



WILLINGNESS TO COMPROMISE AND LEADERSHIP THAT YOU ARE BOTH 1 2 PROVIDING ON THE COUNCIL IS WHAT IS DRIVING THAT FORWARD APPRECIATE THAT AS WELL, AND WHAT YOU HAVE SAID IS INCREDIBLY 3 COMPELLING 17 MINUTE TRAVEL TIME SAVINGS IS HUGE. AND I THINK 4 5 THERE HAS GOT A BE A WAY FOR US TO START TO CELEBRATE SOME OF THOSE WINS AS WE GO FORWARD. AGAIN THANK YOU FOR TAKING TIME 6 7 WITH US TODAY AND FOR YOUR ONGOING LEADERSHIP. 8 9 ROBERT POWERS: THANK YOU. 10 CHAIR, ALICIA JOHN-BAPTISTE: WITH THAT, I BELIEVE WE'RE MOVING 11 12 INTO AGENDA ITEM 4A WHICH IS THE REPORT FROM THE REGIONAL NETWORK MANAGEMENT CUSTOMER ADVISORY GROUP. ADINA LEVIN. WOULD 13 YOU PLEASE PROVIDE THE REPORT? 14 15 ADINA LEVIN: GOOD AFTERNOON, COMMITTEE MEMBERS. AND, SO, THE 16 17 JULY 22ND REGIONAL NETWORK MANAGEMENT COMMITTEE TALKED ABOUT TWO DIFFERENT TOPICS, ONE OF THEM WAS ABOUT THE PROPOSED 18 UPDATES TO THE CUSTOMER ADVISORY GROUP'S STRUCTURE, WHICH I 19 20 BELIEVE WAS APPROVED ON CONSENT CALENDAR, AND I CAN TALK A LITTLE BIT MORE ABOUT THE THOUGHT PROCESS THERE, WHICH IS ONE 21 22 KEY CHANGE THERE IS TO HAVE GREATER REPRESENTATION FROM THE 23 LOCAL TRANSIT OPERATORS OWN PUBLIC ADVISORY BOARD. AND THAT 24 RELATED TO SOME OF THE THOUGHT PROCESS THAT I MENTIONED IN A

PREVIOUS PUBLIC COMMENT ABOUT THE IMPORTANCE OF CROSS



- 1 POLLINATION COMMUNICATION, WHERE IT'S REALLY IMPORTANT FOR
- 2 PEOPLE IN THE COMMUNITY AROUND AC TRANSIT AND BART AND
- 3 CALTRAIN AND OTHER AGENCIES TO BE REALLY WELL INFORMED ABOUT
- 4 WHAT IS HAPPENING IN THESE REGIONAL NETWORK MANAGEMENT
- 5 INITIATIVES AND TO BE ABLE TO GIVE THEIR FEEDBACK. THAT IS
- 6 SOMETHING THAT, LIKE TIED TO THAT PREVIOUS PUBLIC COMMENT IN
- 7 LOOKING AT THESE ADVISORY BOARDS, THE LEVEL OF KNOWLEDGE IS
- 8 REALLY VERY, VERY, VERY MIXED TOO LOW, SO HAVING THAT
- 9 PARTICIPATION IS ONE OF THE PIECES THAT WOULD HELP IN THAT
- 10 CROSS POLLINATING COMMUNICATION ABOUT WHAT'S HAPPENING ABOUT
- 11 THE COORDINATION. AND THEN HOW THAT IS UNDERSTOOD AT EACH
- 12 AGENCY. THAT WOULD HAVE FOUR SEATS FOR ALARMING OPERATOR
- 13 PRESIDENCY TWO FOR SMALL OPERATORS SO THAT PROPOSAL ALSO ADD
- 14 ED AT-LARGE MEMBERS AND TECHNICAL CHANGE ENABLING THE CITY
- 15 STAFF TO BE DOT OR PUBLIC WORKS BECAUSE WE DON'T WANT TO HAVE
- 16 WORDS ON A PERSON'S BUSINESS CARD IMPACT WHETHER THEY CAN
- 17 SERVE ON THE BODY AND IT HAD OTHER CHANGES IN THE MIX THAT WAS
- 18 ALREADY IN WHAT THIS GROUP APPROVED ON THE CONSENT CALENDAR SO
- 19 I DON'T THINK I NEED TO GO THROUGH AND READ OUT THOSE DETAILS
- 20 MEMBERS DID RAISE CONCERNS ABOUT GEOGRAPHIC PARITY SO I WANT
- 21 TO SEE THAT BE ADDRESSED IN THE COMPOSITION. SENIOR AND
- 22 STUDENT REPRESENTATION AND REDUCTION OF THE POLICY ADVISORY
- 23 COUNCIL MEMBERS FROM 10 TO 5, THIS WAS ONE OF THE TRADE-OFFS
- 24 THAT WAS MADE IN ORDER TO HAVE THAT BETTER CROSS POLLINATION
- 25 AND THE TRADEOFF WAS A CONTINUED NOTABLE BUT SMALLER OVERLAP



- 1 BETWEEN THE POLICY ADVISORY COUNCIL. ALSO ANOTHER THING THAT
- 2 THE GROUP RECOMMENDED WAS TO HAVE ALTERNATES TO BE ABLE TO
- 3 HELP WITH DEEPS ISSUES, BEING ABLE TO HAVE THAT CONSISTENT
- 4 ADVICE IS HELPFUL AND LOSING A QUORUM IN THE MIDDLE OF AN
- 5 IMPORTANT AGENDA ITEM IS NOT GOOD. SO THAT IS A THING THAT
- 6 WOULD BE HELPFUL. ANOTHER ITEM THAT WAS MENTIONED IS JUST TO
- 7 BE ABLE TO MAKE SURE THAT WE ARE CONTINUING TO HAVE DIVERSE
- 8 REPRESENTATION ON THE BODY. NEXT WE HEARD AN UPDATE ON THE
- 9 TRANSIT PRIORITY POLICY FOR ROADWAYS, WHICH IS AIMED AT
- 10 ENHANCING THE TRANSIT RIDER EXPERIENCE AND IMPROVE BEING
- 11 TRAVEL TIMES AND RELIABILITY, WHICH IS SO IMPORTANT AS AN
- 12 ELEMENT IN THIS PROGRAM AND SO IMPORTANT IN THE PLANNED BAY
- 13 AREA OUTCOMES THAT ARE DESCRIBED TO ONE OF THE MTC COMMITTEES
- 14 THIS MORNING. AND MEMBERS EXPRESSED SUPPORT FOR STANDARDIZING
- 15 REGION WIDE AND IT DOESN'T MAKE SENSE TO HAVE EXACTLY THE SAME
- 16 THING IN SAN FRANCISCO AS IN SANTA CLARA OR CONTRA COSTA BUT
- 17 THERE PROBABLY IS SOME KIND OF FUNDAMENTAL STANDARDS AND
- 18 GUIDELINES THAT WOULD HELP WHERE TRANSIT PRIORITY SHOULD HAVE
- 19 SOME COMMONALITY IN DIFFERENT PARTS AROUND THE REGION. THERE
- 20 WERE CONCERNS THAT WERE RAISED ABOUT ENSURING THAT PUBLIC
- 21 WORKS IN PRIVATE DEVELOPMENT PROJECTS DON'T NEGATIVELY IMPACT
- 22 TRANSIT AND ALSO ABOUT MAKING SURE THAT MULTI-JURISDICTION AT
- 23 TRANSIT PRIORITY PROJECTS CAN MOVE FORWARD WHICH HAS BEEN A
- 24 CHALLENGE AT SOME TIMES AND ALSO ADDRESSING TECHNICAL
- 25 ASSISTANCE AROUND THE CHALLENGING TOPIC OF PARKING, WHERE IF



- 1 THAT IS NOT REALLY THOUGHTFULLY ADDRESSED, THAT CAN BE A
- 2 BARRIER TO A TRANSIT PRIORITY PROGRAM BUT THEY'RE THERE ARE
- 3 OPPORTUNITIES TO ADDRESS SOMETHING THOUGHTFULLY LIKE HAVING A
- 4 CAR PARKING SPACE JUST AROUND THE CORNER OF A BIG SIGN THEN
- 5 PARK AVAILABLE THAT'S SOMETHING THAT COULD BE PART OF A
- 6 PROGRAM AND PREEMPTIVELY REDUCE THE KINDS OF PROBLEMS
- 7 HIGHLIGHTED THE IMPORTANCE OF ACCESSIBILITY FOR PEOPLE WITH
- 8 DISABILITIES, AND USING WHEELCHAIRS WALKERS AND HAVING
- 9 AUDITORY CUES STAFF MENTIONED THERE IS A PUBLIC RIGHT OF WAY
- 10 ACCESSIBLE GUIDELINES ALREADY IN PLACE AND THIS WOULD BE
- 11 USEFUL AS THIS PROGRAM GETS FINALIZED TO HAVE BOTH CLARITY
- 12 THEN SOME REVIEW AND COMMUNITY ATTENTION TO WE ACTUALLY
- 13 ACHIEVING THE ACCESSIBLE GOALS WE HAVE IN THEORY AND ON
- 14 PIXELS. THAT IS MY REPORT AND HAPPY TO ANSWER ANY QUESTIONS.
- 16 CHAIR, ALICIA JOHN-BAPTISTE: THANK YOU CHAIR LEVIN. I THINK
- 17 WE'RE GOING TO CALL PUBLIC COMMENT FIRST.
- 19 CLERK OF THE BOARD: THERE IS NO WRITTEN CORRESPONDENCE
- 20 RECEIVED ON THIS ITEM NO ONE IN THE BOARDROOM OR ZOOM --
- 21 SOMEONE FROM ZOOM JUST RAISED THEIR HAND. ROLAND, YOU HAVE TWO
- 22 MINUTES.
- 24 **SPEAKER:** ARE YOU ON ITEM FIVE?
- 25

23

15



CLERK OF THE BOARD: WE'RE ON 4A. SORRY. 1 2 CLERK OF THE BOARD: DID YOU WANT TO SPEAK ON ITEM FIVE OR 4A? 3 4 5 SPEAKER: FIVE PLEASE. 6 7 CLERK OF THE BOARD: OKAY WE'LL CALL YOU BACK. NO PUBLIC SPEAKERS FOR THIS ITEM. 8 9 CHAIR, ALICIA JOHN-BAPTISTE: OKAY ANY COMMITTEE MEMBERS WHO 10 WISH TO COMMENT ON THIS ITEM? ALL RIGHT. THANK YOU. THANK YOU 11 12 FOR THE REPORT. WE'LL MOVE ON TO AGENDA ITEM FIVE. IS THERE ANY GENERAL PUBLIC COMMENT FOR ITEMS NOT LISTED ON TODAY'S 13 AGENDA? 14 15 16 CLERK OF THE BOARD: YES FIRST UP IS GOING TO BE ROLAND. YOU 17 HAVE TWO MINUTES. 18 19 SPEAKER: THANK YOU. SO, I WOULD LIKE TO BRIEFLY CONTINUE THE 20 CONVERSATION WE HAD EARLIER ABOUT SYSTEM WIDE FAILURE, WHICH IS IF YOU THINK ABOUT IT'S VERY SIMILAR WITH DELTA OR 21 22 SOUTHWEST GOING DOWN WITH A MAJOR DIFFERENCE. DELTA AND 23 SOUTHWEST ARE NOT THE ONLY AIRLINES IN TOWN, BUT BUSES AND 24 FERRIES CANNOT POSSIBLE PE HANDLE BART'S RIDERSHIP. SO WHAT'S THE SOLUTION? THE ONLY WAY AS FAR AS I CAN SEE IS INTRODUCE 25



- 1 TRANSBAY CROSSING REDUNDANCY ADVANCING LINK 21 TO LEVEL ONE
- 2 THERE IS ABSOLUTELY NO WAY WE CAN CONTINUE WITH PROJECTS LIKE
- 3 -- [INDISCERNIBLE] A BILLION DOLLAR, ANOTHER BILLION DOLLARS
- 4 FOR DIRIDON AND 16 AND A HALF BILLION DOLLARS FOR THE BART
- 5 EXTENSION TO SAN JOSE. WE NEED TO PUT MTC IN CHARGE OF LINK 21
- 6 DEVELOPMENT, INCLUDING THE PORTAL, THE PENNSYLVANIA'S AVENUE
- 7 EXTENSION, AND THE NEW TRANSBAY CROSSING. I PERSONALLY LOOK
- 8 FORWARD TO THE STAFF, FORTHCOMING TRIP TO ASIA AND SEE HOW THE
- 9 INFORMATION THAT IT WILL BE RETURNING FROM THE TRIP, COULD BE
- 10 USED TO JUMP-START A NEW WAY TO DELIVER MEGA PROJECTS -- MEGA
- 11 PROJECTS IN NORTHERN CALIFORNIA. THANK YOU.
- 13 CLERK OF THE BOARD: THANK YOU. NEXT UP IS GOING TO BE ALETA
- 14 DUPREE.

12

- 16 SPEAKER: THANKS AGAIN CHAIR . ALICIA. ALYSHA JOHN-BAPTISTE AND
- 17 MEMBERS. ALETA DUPREE FOR THE RECORD SHE AND HER WITH TEAM
- 18 FOLDS. WHY DO I SPEAK ABOUT NETWORKING. THAT'S WHAT WE HAVE
- 19 ESPECIALLY BEING THAT WE HAVE SO MANY DIFFERENT SYSTEMS HERE
- 20 AND THAT'S LOS ANGELES AS WELL. I COME FROM A DIFFERENT
- 21 HISTORY WHERE IN NEW YORK, YOU BASICALLY HAVE ONE RAIL SYSTEM
- 22 THAT SERVES A VERY LARGE CITY. ACTUALLY, THERE ARE SEVERAL
- 23 SMALLER ONES, THERE IS PATH AND STATEN ISLAND RAILWAY AND
- 24 COMMUTER RAIL AND LOTS OF BUSES. I BRING SOME OF THAT HERE TO
- 25 YOU. I THINK -- WHEN I THINK OF NETWORKING, I THINK MOST ABOUT



- 1 CLIPPER, WHICH I HAVE USED SINCE ITS INCEPTION IN 2010. I WISH
- 2 I HAD KNOWN ABOUT THE TRANSLINK WHEN I HAD COME HERE BEFORE
- 3 THEN IN 2009, I WOULD HAVE USED IT. AND I USE APPS SUCH AS
- 4 THIS AC TRANSIT APP THAT GIVES ME FARE CAPPING. I DO A LOT OF
- 5 RIDES ON AC TRANSIT, BECAUSE AFTER A CERTAIN POINT, I'M NOT
- 6 CHARGED ANYMORE. SO, THIS IS VERY POWERFUL. AND ANOTHER BIG
- 7 ISSUE THAT I'M LOOKING FOR WITH CLIPPER, AS WE GO INTO
- 8 CLIPPER2 AND OPEN PAYMENTS, IS IMPLEMENTING THE REDUCED FARE
- 9 PROTOCOL TO BE DONE WITH OPEN PAYMENTS. THIS IS HAPPENING IN
- 10 NEW YORK. I HAVE IT IN NEW YORK. BECAUSE WHEN I GO TO NEW YORK
- 11 AND USE MY REGISTERED CARD, I'M ONLY CHARGED A DOLLAR 45 PER
- 12 TRIP, \$17 IN A SEVEN DAY PERIOD. THERE IS A REAL IMPERATIVE TO
- 13 DO THIS KIND OF WORK HERE TO BUILD OUR NETWORK. THANK YOU.
- 15 CLERK OF THE BOARD: THANK YOU. AND OUR FINAL SPEAKER WILL BE
- 16 ADINA LEVIN.

14

- 18 ADINA LEVIN: JUST WANTED TO SPEAK TO BOTH SOMETHING THE
- 19 PREVIOUS SPEAKER MENTIONED AND THAT BOARD -- THE TRANSIT BOARD
- 20 MEMBERS ON THE BODY TALKED ABOUT WHICH IS ABOUT THE NEXT STEPS
- 21 ON THE FARE PROGRAMS, INCLUDING THE PASSES OR CAPS THAT HAVE
- 22 BEEN PART OF THE ADOPTED FARE POLICY VISION SINCE, I THINK,
- 23 2021. THAT HAS BEEN A NEXT STEP IN THE QUEUE FOR QUITE A
- 24 WHILE. AND MY UNDERSTANDING IS THAT IS QUEUED UP FOR PLANNING
- 25 BEHIND THE RELEASE OF CLIPPER2. SO, I WOULD HOPE THAT IT MIGHT



1	EVEN BE POSSIBLE TO START PLANNING FOR THE NEXT THING BEFORE
2	WE ROLL OUT THE FIRST THING. BECAUSE THAT SEEMS LIKE A KIND OF
3	SEPARATE THING. ALSO, IF IN THE GREENHOUSE GAS REDUCTION FUND,
4	ONE BRAND-NEW THING THAT POPPED UP IN THE AGREEMENT THAT,
5	FINGERS CROSSED WILL PASS, THE LEGISLATURE IS \$150 MILLION FOR
6	PASS PRESIDENCY, WHICH I AM WONDERING WHETHER THAT IS SNAG
7	MIGHT HELP WITH OUR GOALS TOWARDS THOSE NEXT STEPS IN
8	HARMONIZING THE REGIONAL FARES. AND, FOR EXAMPLE, IF LIKE,
9	IF THE RULES DON'T ALLOW IT TO BE USED FOR FARE CAPPING IN
10	ADDITION TO PASSES THAT, SEEMS LIKE A VERY ATTRACTIVE AND
11	SMALL CLEAN-UP BILL TO HAVE IT DO THAT FARE CAPPING, WHICH IS
12	SOMETHING THAT IS THE POTENTIAL TO REALLY INCREASE RIDERSHIP
13	AND CONVENIENCE AROUND OUR REGION, AND, LIKEWISE, ANOTHER
14	REALLY IMPORTANT NEXT STEP ON THOSE FARE PROGRAMS IS HAVING
15	THE OPEN PAYMENT SUPPORT THE REDUCED FARE PROGRAMS. IT IS AN
16	OPPORTUNITY, AND IT IS AN EQUITY ISSUE, THAT IT DOES NOT WORK,
17	AND IT IS AN EQUITY OPPORTUNITY TO ADDRESS IT SO THAT SOMEBODY
18	DOESN'T NEED TO KEEP A BALANCE ON THEIR CLIPPER CARD BUT JUST
19	CAN PAY WITH A, LIKE, A DEBIT CARD, OR A GIFT CARD. THANK YOU.
20	
21	CLERK OF THE BOARD: AND THERE ARE NO OTHER MEMBERS OF THE
22	PUBLIC WISHING TO SPEAK UNDER THIS ITEM.
23	

CHAIR, ALICIA JOHN-BAPTISTE: THANK YOU. ALL RIGHT WE'RE GOING

TO GO TO ITEM SIX, WHICH IS ADJOURNMENT. THE NEXT MEETING OF

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- 1 THE REGIONAL NETWORK MANAGEMENT COMMITTEE WILL BE HELD FRIDAY
- 2 OCTOBER 10TH, 2025 AT NINE AT THE BAY AREA METRO CENTER 375
- 3 BEALE STREET. SAN FRANCISCO CALIFORNIA. ANY CHANGES TO THE
- 4 SCHEDULE WILL BE DULY NOTICED TO THE PUBLIC. THIS MEETING OF
- 5 THE REGIONAL NETWORK COMMITTEE IS ADJOURNED.