

**METROPOLITAN
TRANSPORTATION
COMMISSION**
Meeting Transcript



MARCH 25, 2025

1 **REGIONAL NETWORK MANAGEMENT CUSTOMER ADVISORY GROUP**

2 **TUESDAY, MARCH 25TH, 2025, 1:00 PM**

3
4

5 IF WE ARE NOT, I WOULD LIKE TO CALL TO ORDER THIS MEETING OF
6 THEM REGIONAL NETWORK MANAGEMENT CUSTOMER ADVISORY GROUP.
7 WEBCAST ON THE MTC WEBSITE. COUNCILMEMBERS AND MEMBER PUBLIC
8 PARTICIPATING BY ZOOM WISHING TO SPEAK SHOULD USE THE RAISED
9 HAND FEATURE OR DIAL STAR 9 AND I WILL CALL UPON THEM
10 APPROPRIATE TIME TELECONFERENCE ATTENDEES CALLED UPON THE LAST
11 FOUR DIGITS OF THEIR NUMBER. NUMBER ONE, CAN CLERK CALL THE
12 ROLL AND CONFIRM QUORUM.

13

14 **COUNCIL CLERK, BRITTNY J. SUTHERLAND:** THANK YOU CHAIR LEVIN.
15 HERE. THANK YOU. VICE CHAIR WARREN CUSHMAN ABSENT. MEMBER
16 ALLENS. ALLEN ABSENT.

17

18 **HILLARY BROWN:** HERE. MEMBER ZACK DEUTSCH GROSS ABSENT. MEMBER
19 ANNE OLIVIA ELDRED.

20

21 **ANNE OLIVIA ELDRED:** PRESENT.

22

23 **DYLAN FABRIS:** PRESENT.

24

25 **DWAYNE HANKERSON:** ABSENT.



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1

2 **WENDI KALLINS:** HERE.

3

4 **CHARLEY LAVERY:** PRESENT.

5

6 **CARINA LIEU:** PRESENT.

7

8 **EMILY LOPER:** PRESENT. PETTY PETTY PRESENT.

9

10 **SEBASTIAN PETTY:** PRESENT.

11

12 **PHILLIP PIERCE:** EXCUSED.

13

14 **ABIBAT RAHMAN DAVIES:** ABSENT.

15

16 **TERRY SCOTT:** PRESENT.

17

18 **BRIAN STANKE:** IS ABSENT. WE DO HAVE A QUORUM.

19

20 **CHAIR, ADINA LEVIN:** OKAY. WE HAVE A REQUESTED FOR REMOTE
21 PARTICIPATION FROM MEMBER GERRY GLASER.

22

23 **GERRY GLASER:** INDEED. I'M REQUESTING PARTICIPATE REMOTELY
24 UNDER AB249 BECAUSE OF CARRYING NEED REQUIRES ME TO



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1 PARTICIPATE REMOTELY. NO ONE HERE PRESENT IN THE ROOM. OVER 18
2 OTHER THAN ME.

3

4 **CHAIR, ADINA LEVIN:** GREAT. THANK YOU MEMBER GLASER YOU'RE
5 REQUEST IS NOTED ADDING MEMBER GLASER PRESENT. AND WE ARE
6 MOVING NOW ON TO AGENDA ITEM NUMBER 2. COMPENSATION
7 ANNOUNCEMENT FROM THE CLERK.

8

9 **COUNCIL CLERK, BRITTNY J. SUTHERLAND:** THANK YOU. AUTHORIZED BY
10 STATE LAW, I AM MAKING FOLLOWING ANNOUNCEMENT. EACH MEMBER
11 CUSTOMER ADVISORY GROUP HERE TODAY WILL BE ENTITLED TO RECEIVE
12 \$100 PER MEETING ATTENDANT UP TO MAXIMUM OF 5 MEETINGS PER
13 YEAR PERSPECTIVE MONTH. PROVIDE RESULT OF CONVENING MEETING
14 EACH MEMBER IS YOU THEN ENTITLED TO COLLECTS SUCH -- DID ET
15 CETERA TILED TO COLLECT SUCH SUM. THANK YOU.

16

17 **CHAIR, ADINA LEVIN:** AGENDA ITEM 3A MINUTES OF THEM JANUARY 28
18 MEETINGS ARE. TO WE HAVE A MOTIONER AIDEN AND A SECOND OPT
19 MINUTES?

20

21 **ANNE OLIVIA ELDRED:** SO MOVE.

22

23 **CHAIR, ADINA LEVIN:** ALL RIGHT. ANY PUBLIC COMMENTS ON THAT?
24 HEARING NONE. CAN THE CLERK HELP US VOTE?

25



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1 **COUNCIL CLERK, BRITTNY J. SUTHERLAND:** ABSOLUTELY. MOTION BY
2 MEMBER ELDRED. SECOND BY MEMBER SCOTT. CHAIR ADINA LEVIN?
3 CLEF.

4

5 **WARREN CUSHMAN:** ABSENT. ALLENS ABSENT. MEMBER BROWN?

6

7 **HILLARY BROWN:** YES.

8

9 **ZACK DEUTSCH-GROSS:** ABSENT.

10

11 **ANNE OLIVIA ELDRED:** YES. FAVOR FAVOR YES.

12

13 **GERRY GLASER:** Y.

14

15 **DWAYNE HANKERSON:** BE BEEN ABSENTMENT.

16

17 **WENDI KALLINS:** YES.

18

19 **CHARLEY LAVERY:** ABSTAIN.

20

21 **CARINA LIEU:** ABSTAIN.

22

23 **CHARLEY LAVERY:** YES.

24

25 **EMILY LOPER:** YES.



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1

2 **SEBASTIAN PETTY:** YES. PIERCE EXCUSED.

3

4 **ABIBAT RAHMAN DAVIES:** ABSENT.

5

6 **TERRY SCOTT:** AYE.

7

8 **BRIAN STANKE:** ABSENT. MOTION PASSES WITH ONE ABSTENTION.

9

10 **CHAIR, ADINA LEVIN:** OKAY. WE ARE NOW MOVING ON TO AGENDA ITEM
11 NUMBER 4A UPDATE ON THE CLIPPERRER START PILOT. INCLUDING
12 PROPOSAL TO TRANSITION IT INTO AN ONGOING FARE ONGOING PROGRAM
13 AFTER MANY, MANY YEARS. WOULD THALIA LENG, MTC WILL PRESENT
14 THIS INFORMATIONAL ITEM.

15

16 **THALIA LENG:** THANK YOU SO MUCH.

17

18 **CHAIR, ADINA LEVIN:** STATE YOUR NAME. SCRAMBLE THE PRO"THIS IS
19 NOW" ON HNN ASIAN U.

20

21 **THALIA LENG:** NO PROBLEM. PRONUNCIATION.

22

23 **SPEAKER:** HELLO EVERYONE MY NAME IS THALIA LENG. I HELP TO
24 MANAGE THE COOPER START PROGRAM AS WELL AS OTHER FAIR
25 INITIATIVES AT MTC. CLIPPERRER START VERY NICE TO SEE EVERYONE



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1 TODAY. NEXT SLIDE PLEASE. GREAT. SO TODAY, I WILL PROVIDE
2 OVERVIEW OF THEM CLIPPERRER START PROGRAM. TALK ABOUT SOME
3 MANY OUR ONGOING IMPROVEMENTS, DIG A LITTLE INTO FUNDING AND
4 OPERATIONS. OUTLINE RECOMMENDATIONS AND DISCUSS NEXT STEPS IN
5 TIMELINE. SOME OF YOU ARE FAMILIAR WITH THE MAINFRAME WORK OF
6 THE PROGRAM. IT WAS PILOT THAT WAS LAUNCHED IN JULY OF 2020.
7 SINCE JANUARY, 2024, THE PROGRAM HAS OFFERED 50% DISCOUNT ON
8 ALL OPERATORS THAT USE CLIPPER. THIS DISCOUNT SUBSIDIZED
9 JOINTLY BY MTC AND TRANSIT AGENCIES. CENTRALLY ADMINISTERED ON
10 CLIPPER. IN TERMS OF ELIGIBILITY, ADULT RIDERS ADD OR POLO
11 200% FELT POVERTY LEVEL OR BELOW) ARE ELIGIBLE. FEDERAL
12 POVERTY LEVEL. DISCOUNT APPLIED TO SINGLE ADULT FARE. SO THIS
13 SIDE REALLY GIVES BRIEF OVERVIEW CLIPPER START PILOT. WILL OF
14 GOD WORKING WORKING WHERE ARE THE WORKERS?INGEN -- WORK
15 PROGRAM. ROLL OUT EVALUATION AND THEN WORKING TO TARGET
16 MARKETING TO INCREASE OUR REACH. THESE FAYE PHASES WORK LED TO
17 MEDICARE CHANGE 2024 LAST OPERATOR JOINED. 50% ACROSS ALL
18 OPERATORS. PAST PHASES BY US WHERE WE ARE CURRENTLY. PROPOSAL
19 TO ENTRANCE SIGNALS CLIPPER START TO CAN ONGOING FARE PRODUCT.
20 TRANSITION CLIPPER START. SO WHY EXACTLY IS NOW THE TIME TO
21 TRANSITION? SINCE JANUARY 2024, SEVERAL FACTORS THAT SIGNAL
22 TIME IS RIGHT. ASK YOU INCLUDING HAVING MET ORIGINAL GOALS
23 PILOT. SPES LIG WE ARE MAKING TRANSIT MORE AFFORDABLE VIVES
24 LEARNING LO'I CO.OER INCOME. INCREASED ROAM. SINCE JANUARY
25 2024 REMOTE TOWARD WILL DOUBLED WHAT WE SAW PRIOR TO 2024. OWN



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1 ROAN ROLE MANY. CONTINUE TO INCREASE REMOTE AND REDUCE
2 BARRIERS NUMBER CONTINUES CLIMB. FINANCIALLY HAVE ABLE.
3 FEASIBLE. FUNDING STREAM TO OPERATORS TEAM IN RUN THE PROGRAM.
4 LASTLY, ORIGINAL GOAL WAS TO MOVE TOWARDS CONSISTENT REGIONAL
5 STANDARD FARE DISCOUNTS MANY OPERATORS PARTICIPATING WITH THE
6 UNIFORM 50% DISCOUNT. CLIPPER START COORDINATING WITH OTHER
7 MTC NEED NEEDS BASIN INITIATIVE GET TO INTO LITTLE BIT LATER R
8 TO BE CONSISTENT HOW WE PROMOTE AND ENROLL PARTICIPANTS ACROSS
9 PROGRAMS. HERE ARE SOME KEY CLIPPERRER START STATUTE'S TO HELP
10 ORIENT TO THE PERFORMANCE AND PRO GUESS OF THE PILOT.
11 PROGRESS. DECEMBER 2024, APPROXIMATELY 47,000 PROGRAM
12 ENROLLEES ALMOST 6 MILLION TOTAL TRIPS TAKEN, AROUND IS.4 AM
13 TRANSFERS. ALL YOU HAVE THESE METRICS INCREASE SIGNIFICANTLY
14 IN 2024 -- 1.4 MILLION) NEARLY DOUBLING WHAT WE SAW PRIOR TO
15 2024. AFTER WE HAD ALL AGRICULTURE SITS PARTICIPATING, WITH
16 THE UNIFORM 50% DISCOUNT. ALL AGENCIES. CONTINUE TO SEE
17 APPROXIMATELY 2,000 NEW PARTICIPANTS JOIN EACH MONTH. IN TERM
18 OF CONTINUING IMPROVEMENTS TO CLIPPER OF THE START,
19 PARTICULARLY AS WHICH FORMALIZE PROGRAM AFTER JUNE, I WANTED
20 TO ZOOM OUT TO SOME HIGHER LEVEL WORK THAT'S BEEN MTC. KNOWN
21 AS MEANS BASED COLLABORATIVE OR MBC SEEKS TO CONTINUALLY
22 ADDRESS BARRIERS ENHANCE AWARENESS AND STREAMLINE ENROLLMENT.
23 AND COORDINATE PROMOTION EFFORTS FOR MTC MEANS BASED
24 UNINITIATIVES INCLUDING CLIPPER START AND TWO OTHER PROGRAMS
25 FOR EXPRESS LANE START AND STATE ROUTE 37. SOME OF SPECIFICS



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1 IMPROVEMENTS WHEN WE WORKING ON UNDER THE UMBRELLA OF MEANS
2 BASE COLLABORATIVE CLIPPER START INCLUDE PERFORMANCE TRACKING.
3 WE CONDUCTED INITIAL VALUATION 222 FIRST TWO YEARS OF THE
4 PILOT. UNDERTAKING SECOND VALUATION OF PROGRAM. 0202 OFFER
5 DETAILS KEY PERFORMANCE METRICS THALIA LENG TO THE PROGRAM
6 SINCE JULY 2022 AS MUCH OF THE WORK AROUND ACHIEVING
7 CONSISTENCY AND MARKETING EFFORTS TOOK PLACE AFTER THAT POINT
8 AND HAVE LED TO INCREASE ENROLLMENT. -- 2022 HOW WE CONTINUE
9 TO IMPROVE ENROLLMENT @REACH. WAYS TO IMPROPER CUSTOMER
10 SERVICE. SPECIFICALLY THRIVER FIRE CUSTOMER SERVICES CONTRACT,
11 WE HAVE UP FOR RENEWAL LATER THIS YEAR. VERIFY. CONTINUE TO
12 MARKET AND KIND OSBORNE REACH INCLUDING WORKING WITH WHERE
13 COMMUNITY-BASED ORGANIZATIONS AND COUNTY HUMAN SERVICES
14 AGENCIES. MTC CURRENTLY CONTRACTED MANY CBOS A LOT OF PARTNERS
15 BUT THROUGH THE MBC, MTC WILL BE WORKING WITH OPERATORS TO
16 BETTER UNDERSTAND EXISTING PARTNERSHIPS AND EXPAND THIS
17 PLATFORM. LASTLY, WITH IT'S UPCOMING TRANSITION TO NEXT
18 GENERAL CLIPPERRER, LOOK AT WAYS TO UNLOCK AND MAXIMIZE
19 TECHNOLOGY AN ABLING OPPORTUNITIES FOR CLIPPER START.
20 CALIFORNIA DEPARTMENT OF TECHNOLOGY AUDIT VERIFICATION. IN
21 TERMS OF FUNDING CLIPPER START RECEIVES \$8 MILLION A YEAR STA
22 IF YOU HAD. CURRENTLY SUPPLEMENTED BY ARE LC TOP OR LOW CARBON
23 TRANSIT OPERATOR PROGRAM FUNDS. REIMBURSEMENTS TO OPERATORS
24 ARE PROJECTED TO BE ABOUT APPROXIMATELY \$4 MILLION OFF THE
25 NEXT 12 MONTHS. AND WE HAVE APPROXIMATELY 1 TO 1 PVT \$.1



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1 MILLION A YEAR. VERIFICATION, CUSTOMER SERVICE AND COST. FAIR
2 SUBS BY APPROACH KEEP THE CURRENT MODEL FOR THE NEXT FISCAL
3 YEAR '. GENEROUS UP FRONTAL OCCASION, BASED ON PROJECTIONS FOR
4 THE YEAR. DO THATTER OUR NEXT STEP WILL BE INSTITUTIONAL
5 OPERATORS MASTER FUNDING AGREEMENT. -- 1 MILLION TO 1.5
6 MILLION A YEAR HOPING TO GET ENDORSEMENT REPRESENT
7 REPRESENTATION TO ONGOING FARE PRODUCT AND INSTITUTIONALIZE
8 FAIR SUBS BY AGREEMENT TO OPERATORS OF THEM TITLE VI ANALYSIS
9 WOULD REMAIN TRANSIT OPERATORS RESPONSIBILITY WITH MTC AND
10 SUPPORT ROLE. ESSENCE AIMING TO KEEP THE PROGRAM THE WAY IT
11 CURRENTLY OPERATES BUT ON ON GOING BASIS RATHER A PILOT. BEEN
12 MEETING WITH VARIOUS GROUPS AND HEADED TO THE R&M EXIT
13 FOREAPPROVAL MAY 9 SUMMARY, THE CLIPPERRER START PILOT HAS
14 ALLOWED MTC TO GROW AND TEST THE PROGRAM FRAMEWORK OVER THE
15 LAST FIVE YEARS. NOW WE ARE READY TO MAKE FUNDING OPERATIONS
16 AND ON GOING COMMITMENT AND AT MINI CERTIFYING PROGRAM ANDTY
17 TO GO MARKET CLIPPER START TO INCREASE GROWTH. TIMING TO
18 ADMINISTER) REALLY APPRECIATE YOUR SUPPORT. FOR THIS IMPORTANT
19 PROGRAM. AN THANK YOU FOR YOUR TIME TODAY.

20

21 **CHAIR, ADINA LEVIN:** ALREADY. THANK YOU. VERY MUCH. TO STAFF.
22 ARE THERE ANY MEMBERS OF THE PUBLIC THAT HAVE WANT TO SPEAK ON
23 THIS ITEM?

24



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1 **COUNCIL CLERK, BRITNY J. SUTHERLAND:** RECEIVED NOTHING IN
2 WRITING. NO ONE IN THE PUBLIC IN THE ZOOM SPACE NOR THE
3 BOARDROOM WISH TO GO PROVIDE PUBLIC COMMENT.

4

5 **CHAIR, ADINA LEVIN:** ASK AGAIN AT THE END. AND START COMMENTS
6 ON THAT SIDE OF THE ROOM. ANY HILLARY?

7

8 **OF.**

9

10 **>>HILLARY BROWN:** HAVE I QUESTION. QUESTION WHO LIVE IN
11 SACRAMENTO COUNTY ARE ELIGIBLE TO PARTICIPATE IN THIS PILOT?
12 ANYBODY WHO IS.

13

14 **THALIA LENG:** MEETS ELIGIBILITY REQUIREMENT AND CAN USE,
15 BECOMES PARTICIPANT IN CLIPPERRER START. CAN USE IT ON ANY
16 AGENCY THAT TAKES CLIPPER. BROWN THANK YOU BROWN THANK YOU.
17 DIRECTOR OF MUTE P STAFF THE ACCURATELY ONE OF THEM
18 REQUIREMENT IT'S IS THAT YOU DO HAVE TO BE A RESIDENTS OF NINE
19 COUNTY BAY AREA TO BE A PART OF PROGRAM. SO JUST TO CLARIFY.

20

21 **HILLARY BROWN:** THANK YOU.

22

23 **CHAIR, ADINA LEVIN:** MEMBER KALLINS?

24



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1 **WENDI KALLINS:** REALLY SIMPLE QUESTION. YOU HAD ABOUT 13,000
2 MORE APPLICANTS THAN WERE A PROVED. IS THAT BECAUSE THEY WERE
3 INELIGIBLE? CAN YOU EXPLAIN THAT A LITTLE BIT?

4

5 I'LL CHIME IN AGAIN MOST PART. THAT IS PEOPLE NOT COMPLETING
6 THEIR APPLICATION FULLY. PAUOA STARTED APPLICATIONS DON'T END
7 YOU FOLLOWING THROUGH THE THROUGH.

8

9 >>**WENDI KALLINS:** NOT PEOPLE JUST WEREN'T ELIGIBLE. WHAT
10 BESIDES LIVING IN THE BAY AREA IS THE ELIGIBILITY?

11

12 200% OF THE FEDERAL POVERTY LEVEL. ROLEDOTHER PROGRAMS CAL
13 FRESH LIKE THAT. HIGHLIGHTS STAFF WITH YOU OF THEM KEY, AREAS
14 OF FOCUS THAT WE NEED TO WORK ON IS ENSURING THAT IF PINEAPPLE
15 STARTED APPLICATION, PEOPLE STARTED APPLICATION THEY WERE ABLE
16 TO COMPLETE IT AND THEY HAVE THE SUPPORT MAYBE GET THEM ACROSS
17 THE FINISH LINE CAN GET IT THROUGH THE LEGISLATURE ACT LACKING
18 ACCESS TO DOCUMENTATION THEY NEED TO DEMONSTRATE THEIR
19 ELIGIBILITY. OTHERWISE, COULD BE ACCESS TO TECHNOLOGY HONESTLY
20 AT TIMES TO BE ABLE TO SUBMIT THE APPLICATION. -- BILL BACON)
21 NUMBER OF THINGS WE'RE AWARE OF ONE OF THEM THINGS AREAS WE'RE
22 FOCUSING ON.

23



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1 >>WENDI KALLINS: CLIPPERRER ELIGIBLE FOR THE BIKE SHARE AS
2 WELL? OR DO YOU REALLY HAVE TO USE YOU'RE LIFT APP TO USE THE
3 BIKE SHARE.

4

5 THALIA LENG: YOU CAN USE YEAR CLIPPER CARD ON. MR. BAKER:
6 SHARE. CLIPPERRER STAT IS NOT.

7

8 WENDI KALLINS: CLIPPERRER START JUST FOR LOW INCOME PEOPLE.

9

10 THALIA LENG: TRANSIT.

11

12 WENDI KALLINS: MAKE IT FULLY USABLE WILL YOU MAKE IT AVAILABLE
13 FOR THOSE PEOPLE? SO THAT THEY CAN USE THE BIKE AS WELL?
14 WHEELS PROGRAM. ACCEPT THE LA PROGRAM FROM CALDERA RIMMER
15 START. SOMEONE HAS A CLIPPERRER START CARD, COULD USE THEIR
16 CLIPPER START CARD TO UNLOCK BIKES. THAT HAVE ACCESS TO THE
17 BAY WHEELS FOR ALL DISCOUNT. BUT YOU WOULD NEED TO USE THE
18 LIFT APP TO QUALIFY FOR THE BIG WHEELS DISCOUNT. IF THAT MAKES
19 SENSE.

20

21 WENDI KALLINS: NO.

22

23 CHAIR, ADINA LEVIN: COME BACK.

24

25 WENDI KALLINS: JUST SAID YES AND NO.



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1

2 **CHAIR, ADINA LEVIN:** WE'LL COME BACK TO YOU. OTHERWISE, WE WILL
3 LOSE OUT ENTIRELY ON MEMBER LIEU'S QUESTIONS AND COMMENTS.
4 SHIFTING RIGHT NOW.

5

6 **WENDI KALLINS:** SHE HAS TO LEAVE.

7

8 **WENDI KALLINS:** YES. THANK YOU SO MUCH. AND APOLOGIES FOR
9 INTERRUPTING. I THINK I JUST WANTED TO HENSKI MESSAGES TO
10 MENTION STRIA CHILD PUBLIC SCHOOL NOW. MENTION I HAVE A CHILD
11 PUBLIC SCHOOL NOW. TALKING TO AWE PARENT WHO HAD TROUBLE
12 LOADED THEIR CADE'S CAR, CHILD LOST THEIR CARD. TRIED TO GO
13 ONLINE. TO LIKE LOCATE THE CARD. THE FUNDS COULDN'T DO THAT.
14 HAD TO TAKE LIKE A WHOLE DAY OFF OF WORK COMMUTE INTO DOWNTOWN
15 TO GO TO CLIPPERRER OFFICE. AND WAS JUST DISCUSSING WITH ME
16 HOW THIS IS SO DIFFICULT SHE'S A PERSON WHO YOU IS TEKNIQLINGZ
17 LOGICALLY FLUENT AND ALSO HAS THE PRIVILEGE TAKE TIME OFF FROM
18 WORKDAY TO GET INTO DOWNTOWN OAKLAND TO GET FIGURE OUT WHAT
19 HAPPENED TO HER CHILD'S CLIPPERRER CARD FUNDS. --
20 TECHNOLOGICALLY SKI) WANTED TO MENTION THIS PIECE ABOUT
21 ACCESSIBILITY I THINK ONGOING ISSUE I LOVE TO HEAR HOW IS SORT
22 OF FILLING ANYTHING WRONG WITH THEIR CLIPPERRER CARD GOING TO
23 BE MADE? FIXING CLIPPERRER CARD -- ANY MORE EASY FOR THE LOW
24 INCOME FAMILY THAT IS PARTICIPATING IN THE PROGRAM. AND THEN
25 AS A PARENT, WOULD JUST JOINED THIS PUBLIC SCHOOL DISTRICT, I



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1 HAVEN'T REALLY SEEN ANY SORT OF ANNOUNCEMENTS ABOUT THIS
2 PROGRAM. SO I THINK IT WOULD BE VERY WONDERFUL AND HELPFUL TO
3 PARTNER WITH THE SCHOOLS TO HELP GET THAT INFORMATION OUT. AND
4 ALSO, HELP PEOPLE APPLY FOR THIS. IT'S A FUNNEL INTO GETTING
5 PEOPLE TO USE TRANSIT MORE OFTEN IF THEY CAN ACCESS THE
6 CLIPPERRER CARD SOONER. AND AT THIS AFFORDABLE RATE. THANK YOU
7 FOR PRESENTATION. AND I'M GOING TO TURN IT BACK OVER TO YOU
8 CHAIR. TO CARRY ON WITH EACH PEOPLE'S COMMENT. THANK YOU.

9

10 **CHAIR, ADINA LEVIN: .**

11

12 **SPEAKER:** I BELIEVE WE WILL MAINTAIN IT MEMBER GLASER, BUT I'M
13 NOT COUNCIL, SO I'M NOT SURE I CAN VERIFY THAT. (BILL BACON
14 ONE OF THEM CLERKS PERHAPS CAN VERIFY FOR IT.

15

16 **CHAIR, ADINA LEVIN:** HAVING GENERAL COUNCIL COME DOWN TO MAKE
17 AB AN ANNOUNCEMENT.

18

19 **CHAIR, ADINA LEVIN:** EXPECTING ANOTHER MEMBER TO ARRIVE MOMENT
20 AIRLINE. BE HERE AT 1:30.

21

22 **CAN WE ARRIVE COMMENTS O NO QUESTIONS. NO BACK AND FORTH**
23 **UNTIL THAT PERSON COULDER COMES BACK, .**

24



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1 >>**CHAIR, ADINA LEVIN:** WE WILL HOLD QUESTIONS FOR STAFF AND TWO
2 AROUND. SAKS FIFTH AVENUE CAN ANSWER THEM -- STAFF CAN ANSWERS
3 THEM EYE BUCKET. GIVEN TIME CAN IF WE CAN KEEP, TO TWO MINUTES
4 PER PERSON. THAT WILL I THINK HELP US BE DONE BY 3:00. --
5 ANSWERS IN A BUCKET) YOU CAN STATE THE QUESTION. BUT STAFF
6 WILL THEN RESPOND ONCE THEY.

7

8 **THEY KNOW THE QUESTION. YOU CAN WHISPER IT IN MY EAR.**

9

10 >>**CHAIR, ADINA LEVIN:** OKAY. SORRY. WHAT WAS THE QUESTION THAT
11 YOU HAD THAT STAFF CAN WRITE DOWN AND ANSWER LATER?

12

13 **WENDI KALLINS:** WHETHER THE, WHEN CLIPPER START BECOMES
14 PERMANENT, THEY WILL BE ABLE TO USE THEIR CLIPPER CARD FOR
15 BIKE SHARE.

16

17 **CHAIR, ADINA LEVIN:** OKAY. ALL RIGHT. LET'S SEE. DO YOU HAVE
18 ANY COMMENTS OR QUESTIONS?

19

20 **SPEAKER:** MY OBSERVATION AND CURIOSITY IS AROUND WHETHER YOU
21 THERE'S AN EXPECTATION THAT THEY'LL BE A SEAMLESS LAND
22 SIGNIFICANCE TO ONGOING FARE PRODUCT. TRANSITION, WE KNOW
23 BREAK AND, AND USABILITY OF PRODUCT --

24

25 **CHARLEY LAVERY:** RIDERS



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1

2 **CHARLEY LAVERY:** RIDERS WON'T HAVE TO CHANGE CARD OR GET A
3 DIFFERENT CARD. MY ONLY THING I WAS CURIOUS ABOUT.

4

5 **CHAIR, ADINA LEVIN:** OKAY. STAFF WILL REPLY WHEN THEY CAN.

6

7 **SPEAKER:** SAME QUESTION. AND NO OTHER COMMENT. JUST THANK YOU
8 FOR THE WORK. IT'S REALLY IMPORTANT PROGRAM.

9

10 **CHAIR, ADINA LEVIN: .**

11

12 **ANNE OLIVIA ELDRED:** THANK YOU. THIS IS AWESOME. REALLY
13 IMPORTANT. I'M REALLY CHAMPIONING ALL THE WAY. AND SO EXERTING
14 MY GROCERY LEGAL VACATION RENTAL AND HAVING ACCESS TO --
15 PRIVILEGE AND HAVING ACCESS IS YOU ALL. COWORKER HAVING ISSUE
16 RECEIVING THEIR START CARD. AND SO I WROTE IN AND I WAS
17 CONNECTED WITH STAFF WHO ARE HELPING HIM DIRECTLY. AND HERE IS
18 WHAT IS HAPPENING. I ASKED WHETHER OR NOT HE RECEIVED RESPONSE
19 YET. BECAUSE HE'S BEEN WAITING SINCE I THINK IT WAS OCTOBER OR
20 NOVEMBER. TO TRY AND GET HIS CARD. SHE SAID, YES. HE WAS
21 CONTACTED. STAFF REALLY WONDERFUL. BUT THEY'RE SAYING THAT HE
22 NEEDS TO GO BACK AND ADD HIS ADDRESS TO THE CLIPPER START
23 APPLICATION. HE DOESN'T REMEMBER HIS PASSWORD. ASSOCIATED WITH
24 THE CARTED. LOG INS. ALL HAPPENED WHILE HE WAS UNHOUSE IS IT.
25 WITH HIS CARD) SEARCHING FOR HOUSING AND APPLYING FOR THE



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1 APPLICATION BASED ON BILLBOARD ADVERTISING ON BART. THOSE
2 ADVERTISEMENTS WORK. GOOD JOB. AND HE'S BEEN TRYING AND THE
3 PROMPT KEEPS ASKING FOR A PARTICULAR EMAIL ASSOCIATED WITH THE
4 CARD. BUT IT'S NOT WORKING. AND IT'S SUPERDIFFICULT. SO EVEN
5 ME, WRITING THE DIRECTOR AND THE DIRECTOR ASSIGNING STAFF TO
6 THIS PERSON, HE STILL CAN'T DO IT. SO LIFT UP.

7

8 **L1 AVE L0:** THERE REALLY SIGNIFICANT USER BARRIERS TO
9 RECEIVING THINGS. AND I BROUGHT THIS UP IN THE PAST. BUT THE
10 CLIPPER CARD ON YOUR PHONE ALSO ONLY WORKS ON IPHONES. WELL.
11 IT DOESN'T WORK ON MOTOROLAS AT ALL. IT HAS SIGNIFICANT
12 BARRIERS TO WORKING ON ANDROIDS. AND AS A ANDROID USER, WITH A
13 MOTOROLA PUBLIC TRAFFIC MANAGEMENT PUBLIC TRANSPORTATION
14 TRANSIT PARTNER, WE CALL A LOT. STUCK ON ONE SIDE OR THE
15 OTHER. THING TO CALL FOR TECHNICAL SUPPORT. AND THE SUPPORT
16 LINES SPECIFICALLY REQUESTED THAT THEY GET TECH SUPPORT STAFF
17 WHO CAN HANDLE TECHNICAL ISSUES AS OPPOSED TO JENIN QUERIES
18 STUFF. SO JENIN INQUIRY STUFF WE DON'T KNOW HOW PHONES WORK.
19 WE ARE AREN'T TECHNICIANS IN THAT WAY. WE ARE SUPPORT FOR
20 CLIPPER BUT WE HAVE NO IDEA HOW PHONES WORK. SO HAVING IN ER
21 THAT KIND OF SEPARATION OF SUPPORT ONLINE COULD BE REALLY
22 ABOUTEN FIGURES TO USERS. REALLY BENEFICIAL TO USERS I AM
23 BEYOND GRATEFUL FOR WORK THAT YOU'RE DOING, BUT I'M GETTING
24 MORE IN RIGHT NOW ABOUT THE ALSO MY EXPERIENCE OF THE
25 DIFFICULTY ACTUALLY UPLOADING FUNDS ONTO THE CARD AND HAVING



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1 IT SHOW UP. WHEN YOU'RE DOING IT. I CALLED IN TO A MEETING
2 WHEN I, HAD BEEN STUCK FOR OVER AN HOUR HALF. PUT THE MONEY ON
3 MY CARD BUT IT WOULDN'T GO IN. I WASN'T IN A PLACE WHERE THEY
4 HAD PLASTIC CARDS TO GIVE ME. SO I WAS JUST STUCK WAITING FOR
5 IT TO UPDATE INTO MY PHONE. SO THESE ARE JUST SOME OF THEM
6 BARRIERS THAT PEOPLE ARE HAVING. AND SO I WANTED TO UP LIFT
7 AND HIGHLIGHT THEM. AGAIN, SUPERBIG FAN. THANK YOU SO MUCH.
8 ALSO LIFT APP SHOULD NOT BE THE WAY TO QUALIFY FOR A DISCOUNTS
9 PROGRAM. FOR ALL REASONS.

10

11 **CHAIR, ADINA LEVIN:** THANKS. GIVEN THAT WE HAVE MEMBER ALLEN
12 HERE, ARE WE GOOD AND DO WE NO LONGER NEED TO WAIT FOR AN
13 ATTORNEY TO HELP US OUT? OKAY.

14

15 **SPEAKER:** CAN I GET MAY ANSWER.

16

17 **C L1 HAIR L0 D L1 OS L0 S L1 ANTOS L0 T L1 AM L0: .**

18

19 **CHAIR, ADINA LEVIN:** SURE.

20

21 **I GOT I THINK GOT IT ALL. BAY QUESTION. I THINK WHAT BILL WAS**
22 **TRYING TO SAY, WE CAN CLARIFY IF FURTHER, --**

23

24 **>>THALIA LENG:** PROGRAM THROUGH B LANCE WILHELM, ACCESS FOR ALL
25 DISCOUNT PROGRAM. BWILLS. ACCESS THROUGH YOUR CLIPPER CARD.



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1 BUT THE CLIPPER START DISCOUNT PROGRAM IS NOT ONE OF THEM SAME
2 AS THE BAYWILLS ACCESS FOR ALL. TWO DIFFERENT DISCOUNT
3 PROGRAM. CAN USE YOUR CLIPPER CARD TO ACCESS BAYWHEELS.
4 CLINTON

5

6 **WENDI KALLINS:** DISCOUNTS PROGRAM, YOUTH AND SENIOR DISCOUNTS
7 THINGS LIKE THAT?

8

9 **THALIA LENG:** FOR CLIPPER?

10

11 **WENDI KALLINS:** FOR CLIPPER.

12

13 **THALIA LENG:** DEPENDS WHAT PROGRAM. CLIPPER START OWN PROGRAM.
14 ONCE YOU ARE APPLYING, OR APPROVED, SEND YOU A PHYSICAL CARD
15 THAT HAS YOUR NAME ON THE BACK.

16

17 **WENDI KALLINS:** LYFT IS NOT OFFERING DISCOUNTS AND THAT IS THE
18 ISSUE? -- LYFT IS NOT OFFERING DISCOUNTS. BILL BACON,
19 MANAGEMENT STAFF BAY WHEELS PROGRAM, IS A LYFT OPERATED BY
20 SHARE PROGRAM ACROSS BAY AREA COUNTIES. PART OF THAT PROGRAM
21 LYFT VEND FOR THE BIKE SHARE SYSTEM, OFFERS SOMETHING CALLED
22 BIKE SHARE FOR ALL. WHICH ALLOWS INCOME QUALIFIED PEOPLE TO
23 RECEIVE A BIKE SHARE MEMBERSHIP FOR ONE YEAR FOR THE COST OF
24 FIVE DOLLARS. THEN AFTER FIRST YEAR, IT'S FIVE DOLLARS PER
25 MONTH.



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1

2 **WENDI KALLINS:** THAT YOU HAVE TO GO-TO THROUGH THE LYFT APP.

3

4 **SPEAKER:** CORRECT. PART OF HOW ANY USER OAR HONESTLY, I THINK
5 ACCESSES THE BAY WHEELS IS TIM. YOU HAVE TO -- SYSTEM. STR
6 HAVE TO GO INTO THE APP SOME POINT CONNECT YOUR CLIPPERRD CARD
7 TO LYFT SYSTEM OR USE THE LYFT OR BUY WHEELS APP TO UNLOCK A
8 BIKE. NOT AXE EXPERT ON BIKE SHARE.

9

10 **WENDI KALLINS:** TRYING TO DETERMINE THIS UNIVERSALITYEL CARD
11 FORCE FISCAL YEAR 'AND LAST MILERS AS ALE WAS TRANSIT. FIRST
12 AT LAST MILE.

13

14 **CHAIR, ADINA LEVIN:** WE WILL HAVE ANOTHER BITE AT THE BITE AT
15 THE APPLE ON MORE GENERAL POINT THAT YOU ARE MAKE. IN THE
16 UPCOMING AGENDA ITEM IN THIS MEETING. IF WE GET THERE. WHICH I
17 VERY MUCH HOPE WE WILL NOT LOSE QUORUM. FOR THAT ITEM. TO
18 ADDRESS THAT REALLY IMPORTANT POLICY TOPIC. DILLON, IF WE CAN
19 TRY TO KEEP IT TO TWO MINUTES. THAT WILL HELP US TO GET A ALL
20 IPAD ON AGENDA.

21

22 **I THINK IT MIGHT HELP. AS USE THAT CLIPPER FOR BAY WHEELS.**

23

24 **>>DYLAN FABRIS:** I USED IT WHEN I WAS CLIPPER START PROGRAM. SO
25 ESSENTIALLY WAY IT WORKS RIGHT NOW, DOESN'T TAKE MONEY OFFICER



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1 YOUR CLIPPER CARD. CLIPPER CARD IS BASICALLY THE KEY. SO YOU
2 TAP IT, UNLOCKS THE BIKE. BUT NO MONEY IS DEDUCTED FROM THE
3 CLIPPER CARD. MONEY IS DEDUCTED FROM YOUR CREDIT CARD THAT YOU
4 RE-ENTERED IN THE P A. 'DEDUCTED FROM THE CARD IS KEY. NO
5 ACTUAL MONEY GOING BACK AND FORTH WHEN YOU TAP YOUR CLIPPER
6 CARD FOR THE BAY WHEELS. -- IT'S DEDUCTED FROM THE CARD).

7

8 **CHAIR, ADINA LEVIN:** AND WE CAN COME TO YOU AND COME BACK
9 AROUND.

10

11 **DYLAN FABRIS:** FIRST OF ALL THANK YOU VERY MUCH FOR THE WORK ON
12 THIS. I'VE MENTIONED PREVIOUS MEETINGS BUT I WAS EARLIER USER
13 OF THE CLIPPER STARTED PROGRAM AND TOTAL LIFE LINE. BEING ABLE
14 TO GET THAT DISCOUNTS. HUGE CONGRATS ON GETTING THIS PROGRAM.
15 HOPING IT TO BECOMES PERMANENT PROGRAM AND CAN CONTINUE TO
16 EXPAND. I THINK SOUNDS LIKE YOU ALL, I THINK MY CONCERN IS
17 LIKE EXPANSION. HOW CAN GET THIS TO MORE PEOPLE? MAKE THE
18 KEAWALAU QUALIFICATIONS LOWER. 200% OF FEDERAL POVERTY LEVEL
19 IS VERY LOW FOR THE BAY AREA. AND I KNOW THERE'S SOME PROBABLY
20 SOME BUREAUCRACY AROUND THAT NUMBER. ANYTHING THAT CAN BE DONE
21 TO GET THAT LOWER IN THE LONGTERM WOULD BE GREAT. I THINK
22 ALSO, ANYTHING THAT CAN BE DONE TO EXPAND THIS. LIKE EVEN IF THAT
23 INCLUDES WORKING WITH TRANSIT AGENCIES TO MAKE SURE IT'S ON
24 THEIR LIST OF DISCOUNTS, THAT THEY'RE COMMUNICATING TO FOLKS
25 WHEN THEY'RE DOING FARE INSPECTIONS. OFFERING THIS AS



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1 SOLUTION. ANY WAY TO STREAMLINE THAT, I DON'T KNOW LOGISTICS
2 OF THAT. BUT IF YOU'RE FARE ENFORCEMENT OFFICER, GO OUT AND
3 SOMEONE HASN'T PAID, CAN YOU JUST ASK THEM TO SHOW YOUR EBT
4 CARD OR SOMETHING? WAY DO THAT OUT IN HE HAD FIELD TO
5 STREAMLINE IT AND AVOID SOME OF THESE PROBLEMS OF HAVING TO
6 NEED, MAILING ADDRESS AND ALL OF THAT? ---- OUT IN THE FIELD -
7 - ONE QUESTION. YOU SAID GETTING FUNDED WITH \$8 MILLION WORK
8 OF STA FUNDING BUT COSTS ARE 4 MILLION PLUS 1.5 MILLION. 5-
9 AND-A-HALF. CURIOUS WHAT THE REMAINDER IS AND IF THAT GIS WHAT
10 THE PLAN IS FOR THAT CHUNK OF MONEY USED FOR EXPANSION OR
11 WHAT.

12

13 **THALIA LENG:** YES. SO THANK YOU FOR THOSE COMMENTS. AND
14 ABSOLUTELY, HERE, YOUR POINT ABOUT TRYING TO INCREASE
15 ENROLLMENT AND ACCESS TO MORE PEOPLE. AND THAT IS PART OF WHAT
16 THE WORK OF THEM NO. BC PRESENTATION IS TRYING TO DO IS FIGURE
17 OUT WAYS TO GET TO MORE PEOPLE AND INCREASE MARKETING,
18 AWARENESS, AND REACH. NO. BC) AND HELP STREAMLINE ENROLLMENT.
19 THAT 200% FEDERAL POVERTY LEVEL IS NOT GOING TO CHANGE RIGHT
20 NOW. IT'S CONSISTENT WITH OTHER PROGRAMS LIKE CAL FRESH. BUT
21 HELPING TO EASE IN WHICH, TO MAKE IT EASIER TO APPROVE YOUR
22 ELIGIBILITY IS ONE OF THEM THINGS THAT WE'RE WORKING ON. TO
23 PROVE) SO THAT SOMEONE CAN SHOW THEIR EP T CARD AND THAT IS
24 PROOF OF THEIR ELIGIBILITY FOR THE CLIPPER START PROGRAM. EBT
25 -- IN TERMS FUNDING QUESTION YES, THERE IS CERTAIN AMOUNT THAT



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1 WILL BE GOING BACK TOWARDS TO REIMBURSE OPERATORS. AND CERTAIN
2 AMOUNT THAT WE USE FOR PROGRAM OPERATIONS AND ADMINISTRATION.
3 THE REMAINDER WOULD BE USED FOR CONTINUING THE PROGRAM OVER
4 NUMBER OF THEM YEARS. AND THEN JUST EXPANSION AND GROWTH AS
5 YOU SAID IT. SEE PEOPLE CONTINUE HOPEFULLY, TO ENROLL IN THE
6 PROGRAM MONTH-TO-MONTH.

7

8 **CHAIR, ADINA**

9

10 **>>SPEAKER:** THANKS. THANKS OF OTHERS. GREAT TO SEE THIS PROGRAM
11 CONTINUE TO MATURED A EVOLVE. AND HEAR PRESIDENT ABOUT THE
12 PROGRESS OVER THE LAST YEAR. COUPLE OF QUESTIONS BECAUSE I
13 KNOW THERE'S REQUEST ENDORSE A RECOMMENDATION. I DIDN'T FULLY
14 SEE THE DETAILS OF THAT. SO MY TWO QUESTIONS WERE ONE, IS IT
15 SPECIFICALLY THE IDEA THAT FUNDING IS SPLIT BETWEEN
16 OPERATESSER AND MTC IN IN TERMS OF FINANCIAL FOR THE DISCOUNT
17 THAT'S BEING ENDORSED OR IS IT THE ACTUAL FUNDING SOURCES LIKE
18 STA AND LC TOP. (.
19

19

20 **SEBASTIAN PETTY: .**

21

22 **THALIA LENG:** RECOMMENDATION AMEND THE RESOLUTION PUTTING
23 FORWARD FINANCIAL COMMITMENT CHA THAT MTC HAS TO REIMBURSE
24 OPERATORS FOR HALF OF THEIR 50% DISCOUNTS. THAT IS REALLY WHAT
25 WE WANT TO AMEND SO THAT IT DOESN'T EXPIRE. END OF JUNE AND



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1 ONGOING COMMITMENT. THAT'S THE PIECE THAT WE ARE LOOKING TO
2 BASICALLY GET APPROVED.

3

4 **SEBASTIAN PETTY:** BUT JUST CLARIFY THAT, IS THAT AN OPEN-ENDED
5 ON GOING COMMITMENT, OR IS IT COMMITMENT TO CONTINUE USING
6 THIS PARTICULAR POOL OF FUNDING?

7

8 **THALIA LENG:** LET ME I CAN ANSWER ON THIS QUESTION. MELANIE IT
9 CHOY. RNM DIRECTOR. IN TERMS FUNDING COMMITMENT EXCELLENT
10 FIRST INITIATED ONE OF THEM, PRINCIPLES FOUNDATIONAL ELEMENTS
11 WAS LONGTERM SUSTAINABLE FUNDING SOURCE SO THAT WE CAN AS A
12 PROGRAM, GROWS, BE ABLE TO SUPPORT KIND OF THIS GROWTH THAT WE
13 ARE TALKING ABOUT. TRYING TO DO. WITH THE PROGRAM. SO ONE OF
14 THEM THINGS THAT IS NOT ON THE TABLE IS LOOKING AT CHANGING
15 THAT. WHAT WE'RE DOING WITH THE RESOLUTION AN UPDATING IT
16 ISSUE INITIAL WILL I START PROGRAM. ONLY FOUR OPERATORS
17 STARTED WITH THE PROGRAM. OVER TIME KIND OF ALMOST, MODIFIED
18 IT HERE AND THERE. WHAT WE WANT TO DO IS AS WE MOVE TO NOW
19 FROM PILOT PHASE, TO JUST ONGOING PROGRAM PHASE, CLEAN IT ALL
20 UP CONTINUE ALL OF THOSE BASIC ELEMENTS TO IT AND UPDATE IT
21 BASED ON HOW THE PROGRAM IS BEING OPERATED TODAY. AND SO THERE
22 ARE SOME ELEMENTS THAT ALSO NOT ON THE TABLE FOR THIS ACTION
23 IN THIS SUMMER TIME PERIOD. WHICH IS FOR EXAMPLE, 200% FPL
24 THAT IS EFFORT THAT ARE DAHLIA REFERRED TO IN TERMS OF THIS
25 COLLABORATIVE -- THALIA GOES TO US TRYING TO LOOK AT THE,



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1 PROGRAMS THAT TOUCH LOW INCOME LOWER INCOME PROGRAMS CO THESE
2 EVERYONE TOGETHER EVERYTHING SO THAT WE'RE KIND OF
3 COORDINATE AND DOING THE SAME THING. NOT CONFUSING LIKE THIS
4 BIKE SHARE CONVERSATION WE JUST HAD A LITTLE BIT EARLIER.
5 LAYERED KIND OF A APPROACH. AND OUR FIRST THING IS TO PRESERVE
6 THE EXISTING STRUCTURE AND MAKE IT ONGOING AND FORMALIZED SOME
7 OF THOSE COMPONENTS THAT HAVE MADE IT SUCCESSFUL COMING TO
8 2025.

9

10 **SEBASTIAN PETTY:** I THINK UNDERSTAND. MAYBE LET ME JUST FRAME
11 THIS AS A COMMENT. I'M REALLY HAPPY TO SEE THIS MOVING
12 FORWARD. I WOULD WANT TO CONTINUE TO SEE IT MOVING FORWARD. IT
13 SEEMS LIKE THE VALUE FOR THE MONEY INVESTED MAKES SENSE. THAT
14 BEING SAID, I DON'T PARTICULARLY VIEW STA TOTALLY SCALABLE
15 SOURCE OF FUNDING FOR THIS. I KNOW YOU'RE WELL EN WITH 8
16 MILLION ANNUALLY NOW BUT AS YOUR MARKETING GROW IT'S TALKING
17 ABOUT THINGS LIKE PARTNERSHIPS WITH STATE, TO STREAMLINE
18 INCOME ELIGIBILITY, VERIFY EDUCATION FLIP TO THE NEXT
19 PRESENTATION AND PACKET I'M EYEING TO KIND OF ROUGH OUT WHERE
20 200% OF THEM POVERTY LEVEL IS IN TERMS OF YOUR TOTAL
21 POPULATION OF RIDERS. (VERIFICATION, HUGE POOL OF PEOPLE COULD
22 POTENTIALLY QUALIFY FOR THIS. GREAT BUT IT'S NOT GOING TO BE
23 SUSTAINABLE IF IT'S FUNDED BY STA. SO I WOULD JUST WANT TO, AS
24 THIS GOES FORWARD, I THINK I WOULD WANT TO SEE SOME DETAILS
25 ABOUT KIND OF WHEN IS THE FUNDING MODEL FOR THIS THIS CAN



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1 GOING TO BE REVISITED. WHAT GUARDRAILS ON IT? I DO WANT TO SEE
2 A GROW BUT I DON'T WANT TO HAVE THIS TURN INTO I A FIGHT OVER
3 WHERE STA IS GOING FOR THOSE WHO ARE NOT AWARE, STA OTHER
4 THING STA IS USED FOR IS JUST STRAIGHT UP TRANSIT OPERATIONS.
5 SO MONEY IS NOT COMING FOR THIS STUFF.

6

7 **TERRY SCOTT DO YOU HAVE ANY QUESTIONS? TWO MINUTES BECAUSE**
8 **WE'RE GOING TO LOSE ANOTHER MEMBER. AT 2:30.** I REALLY THERE'S
9 SOME OTHER TOPICS TO DISCUSS.

10

11 **TERRY SCOTT:** KNOW REQUESTS. I LIKE TO THANK SCAVENGER FOR THE
12 PRESENTATION. I HAVE NO QUESTIONS EXCELLENT PROGRAM AND I
13 STRONGLY SUPPORT CONTINUING IT. AND MAKING IT PERMANENT. THANK
14 YOU.

15

16 **CHAIR, ADINA LEVIN:** ALLENS?

17

18 **BOB AL GERRY GLASER?**

19

20 **>>GERRY GLASER:** COUPLE OF QUESTIONS. FIRST, BILLY KNOW I GUYS
21 U GUYS COLLECT STATISTICS. ARE THERE ANY NUMBERS THAT SAY THAT
22 AS PEOPLE ROLE IN THE PROGRAM, THEY START USING MORE TRANSIT?
23 THAT IS ONE QUESTION. AND THE OTHER WAS I HEARD SOMETHING FROM
24 YOU AS TALKING ABOUT, HOW THEY QUALIFY FOR ENROLLMENT. NOT
25 LIKE MULTIPLE WAYS DO THAT. I REMEMBER WHEN HIGHWAY DISCUSSION



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1 ONE TIME ON POWER TRANSIT. HAD A DISCUSSION EVERYBODY HAD
2 HAND-SANITIZER A DIFFERENT WAY OFTEN ROLLING. HAS A DIFFERENT
3 WAY OF HE ENROLLING. ANY HOPE SOME CENTRAL, PLACE WHERE ALL
4 THE VARIOUS PROGRAMS SAY OH, YOU QUALIFY FOR BECAUSE YOU'RE
5 GIVEN ALL THE PAPERWORK AND THAT'S ONE TIME THING. GIVE US
6 PAPERWORK AND IT'S DONE. LASTLY, I DON'T THINK THE
7 PRESENTATION WAS SHARED WITH US. IF IT COULD BE, IT LOOKS LIKE
8 YOU HAD A GOOD STAT YOU PARTICULARS PAGE EARLY IN THE TRENDING
9 PRESENTATION. I WOULD LIKE TO LOOK AT. STATISTICS PAGE LESS
10 THAN 2 MINUTESMENT BY THE WAY.

11

12 **CHAIR, ADINA LEVIN:** I THINK SLIDES ARE ONLINE. I'M LOOKING AT
13 THEM ON MY LAPTOP. PLEASE LOOK AGAIN.

14

15 **GERRY GLASER:** OKAY. I WENT LOOKING FOR THEM THE OTHER DAY. THE
16 LINK WAS THERE AND THEN I THINK THE LINK AND THEN THE LINK
17 WENT AWAY.

18

19 **CHAIR, ADINA LEVIN:** I THINK NOW FIXED. FOR THE CAN STAFF TAKE
20 THE QUESTION ABOUT THE MAKING IT EASIER TO QUALIFY SOMEBODY
21 MIGHT QUALIFY FOR MORE THAN ONE DISCOUNT, SO HAVE SOMEBODY
22 JUST BE LIKE, HERE, HERE IS WHO I AM AND ATTRIBUTES ABOUT
23 MYSELF. WHAT DISCOUNTS MIGHTY QUALIFY FOR. GLASER WHAT I DID
24 HEAR.

25



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1 **GERRY GLASER:** QUALIFIED FOR MEDICAID THAT MIGHT BE
2 QUALIFICATION HERE WITHOUT SOME OTHER PAPERWORK TO SHOW WHAT
3 YOU'RE INCOME WAS.

4

5 **CHAIR, ADINA LEVIN:** YES.

6

7 **THALIA LENG:** YOU'RE CORRECT. COUPLE OF DIFFERENT WAYS TRYING
8 TO APPROACH THIS. ONE OF THAT IS STREAMLINING ELIGIBILITY SO
9 THAT YOU CAN SHOW YOUR BENEFITS CARTED FROM ANOTHER PROGRAM.
10 TO QUALIFY FOR CLIPPER START. BUT TO YOUR POINT, ABOUT HAVING
11 ONE CENTRALIZED PLACE, THAT IS SOMETHING THAT MEANS BASE
12 COLLABORATIVE WORKING ON. TRYING TO COORDINATE ONE PORTAL FOR
13 ALL THE MTC MEANS BASED ENGINE INITIATIVES. ALSO SOMETHING I
14 MENTIONED BRIEFLY IN THE PRESENTATION, -- INITIAL TESTIFIERS)
15 PILOT WITH THE CALIFORNIA DEPARTMENT OF TECHNOLOGY. TO
16 COORDINATE SOME ELIGIBILITY BETWEEN CAL FRESH CONSTITUENTS.
17 AND PEOPLE WHO WITH QUALIFY CLIPPER START. TRYING TO GET
18 DIFFERENT WAYS TO, (INITIATIVES) LET PEOPLE KNOW ONCE THEY ARE
19 QUALIFIED TO ONE PROGRAM, ALSO QUALIFY FOR CLIPPER START. YES.

20

21 **CHAIR, ADINA LEVIN:** ONE OF THE QUESTIONS RAISED UP WHILE WE
22 COULDN'T GET ANSWERS, WAS THE WILL THE SERVICE CONTINUE WITH
23 NO BREAK.

24

25 **SPEAKER: .**



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1

2 **THALIA LENG:** YES. SEEMLESS TRANSITION. WILL BE NO NEW CARD
3 NEEDED OR ANYTHING ALOHA LIKE THAT. LOOK-OTHER ANYTHING LIKE
4 THAT. LOOK AT AMENEDDING FRAMEWORK CONTINUE. FINANCIAL
5 COMMITMENT AND SORT OF ADMINISTRATIVE COMMITMENT OF MTC FOR
6 KEEPING THIS GOING. THE OPERATORS CONTINUE TO PARTICIPATE AND
7 NOTHING WILL CHANGE IN TERMS OF WHAT THE USER EXPERIENCES.

8

9 **CHAIR, ADINA LEVIN:** OKAY. AND IN THAT CALIFORNIA DEPARTMENT OF
10 TECHNOLOGY, LIKE TRIVIA QUESTION, IS THAT THE SAME AS WORKING
11 WITH THE CAL ITT PROJECT DOING QUALIFICATION OR DIFFERENT.

12

13 **THALIA LENG:** I BELIEVE, TO ANSWER THAT QUESTION, CAL ITP IS
14 UTILIZING THE CD2 WORK TEST. IN AND A MELANIE CHOY CAL ITPEL
15 RING OUT OTHER AGENCIES STATEWIDE. INTERFACING WITH THE CDT AS
16 WELL TO LOOK AT SO FOR THE BAY AREA REGION. SO THEIR PARALLEL.

17

18 **CHAIR, ADINA LEVIN:** I HAVE SOME MORE DETAILED QUESTIONS HOW IT
19 WORKS MANY TAKE UP WITH STAFF. OFFLINE. TAKE ONE STAFF OFF
20 LINE OF THIS MEETING. THERE WERE THANKS VERY MUCH TO STAFF
21 REALLY GLAD TO SEE THAT THIS MOVING FORWARD TO A PERMANENT
22 PROGRAM. AND MEMBER ELDRED HAD RAISED A NUMBER OF CUSTOMER
23 SERVICE CHALLENGES. WHAT IS A GOOD WAY OF FOLLOWING UP AND
24 HELPING TO GET THOSE ISSUES ADDRESSED?

25



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1 **THALIA LENG:** CAN YOU FOLLOW UP WITH STAFF TO JUST UNDERSTAND
2 THE ISSUE IN PARTICULAR. IN TERMS OF WHAT'S HAPPENING. I DID
3 ALSO WANT TO SAY RELATION TO THAT, THAT SOMETHING THAT WAS
4 MENTIONED IN THE PRESENTATION, THAT WE ARE WORKING ON A NEW
5 VERIFICATION AND CUSTOMER SERVICES CONTRACT. AND AS PART OF
6 THAT, TRYING TO IMPROVE THE WAY THAT WE HANDLE CUSTOMER
7 SERVICE. AND HAVE THINGS LIKE LIVE ANSWERS TO PHONE CALLS
8 THINGS LIKE THAT. WILL HELP WITH THOSE SITUATIONS.

9

10 **CHAIR, ADINA LEVIN:** SOUNDS HELPFUL. ANY MORE FINAL COMMENTS OR
11 ANY LAST INTEREST FROM?

12

13 **HILLARY BROWN:** I BROWN ONE QUESTION, QUESTION I HAVE WITH
14 PROGRAM WORK FOR PARATRANSIT PEOPLE WITH. COUNTY BAY AREA.

15

16 **THALIA LENG:** AGAIN, IT WILL ONLY WORK ON TRANSIT OPERATORS
17 THAT OFFER CLIPPER. SO IN TERMS OF SOME OF THEM PARATRANSIT
18 RIDES, I DON'T BELIEVE IT WOULD WORK THERE.

19

20 **HILLARY BROWN:** THANK YOU.

21

22 **CHAIR, ADINA LEVIN:** OKAY. SO WOULD I HAVE DISCRETION AS CHAIR
23 TO MOVE TO SWITCH THE ORDER AND TAKE AGENDA ITEM NUMBER 4C
24 BEFORE 4B? OKAY. WOULD GIVEN THE TIMELINE 4C, ASK STAFF TO
25 HELP US WITH AGENDA ITEM HAD C REGION NETWORK MANAGEMENT



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1 PERFORMANCE MEASURE UPDATE. 4C) UPDATE ON THE 2 YEAR REVIEW OF
2 THEM TRANSIT REGIONAL NETWORK MANAGEMENT PROGRAM. PROGRESS.
3 THAT WE WILL GET FROM ALLISON. I'M GOING TO GARBLE YOUR LAST
4 NAME. PRONUNCIATION FROM MTC. THANK YOU VERY MUCH ON THE
5 CLIPPER START. GREAT TO SEE IT. MOVING FORWARD ANY CHOY OPEN
6 UP THIS ITEM A LITTLE BIT WITH REMARK.

7

8 **CHAIR, ADINA LEVIN:** PLEASE. BEFORE ALLISON GOES INTO THIS
9 ITEM, I WANTED TO ACKNOWLEDGE THAT THERE IS A LOT OF DATA
10 BEING COLLECTED IN THE REGION. AND IT'S ALL FOR A DIFFERENT
11 DISCREET PURPOSES. BUT IT'S ALL OF IT IS NECESSARY. INDIVIDUAL
12 AGENCIES ARE DOING THEIR OWN DATA COLLECTION. A LOT OF
13 POLLING. SURVEYS. ACTUALLY PRESENTATION ON THE 4B SNAPSHOT
14 SURVEY MTC IS DOING. A LOT OF DATA OUT THERE. OUR OPPORTUNITY
15 WITH RNM PERFORMANCE MEASURES IS TO HE WILL ROA I WILL TRY TO
16 BRING-TRY TO BRING AS MUCH THAT TOGETHER TO LOOK AT THE
17 OVERALL BIG PICTURE AND THINK ABOUT ALL OF THE DATA AS PART OF
18 A SYSTEM. AND HOW THE NETWORK IS WORKING AS A WHOLE. AND THEN
19 WITH FOR US, BENEFIT FOR US IN DOING IT THIS WAY AND LOOKING
20 IT FROM THE ADVICE TELLS LENS IS REALLY LOOK AT FROM THE LENS
21 OF THE RIDERS PERSPECTIVE. FROM THE SYSTEMS LENS) I DID WANT
22 TO CALL THAT OUT IN TERMS A LOT OF WORKING DONE ON IT
23 PERFORMANCE MEASURES. ALMOST MULTIFACETED. MULTILAYERED.
24 THERE'S A LOT OF DATA OUT THERE. AND WHAT WE TRYING TO DO WITH
25 THIS EFFORT IS PULL AWE ALL OF THAT TOGETHER AT THE REGIONAL



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1 LEVEL AND SO WE'RE NOT LOOKING AT ANY INDIVIDUAL TRANSIT
2 AGENCY PER SE IN KIND OF DETAILED REVIEW. AND FOR THE CUSTOMER
3 EXPERIENCE WORK, THAT ALLISON IS GOING TO PRESENT, WE WILL BE
4 BUILDING OFF OF THE SNAPSHOT SURVEY WHICH WAS THE PRESENTATION
5 WE SKIPPED. BUT THESE THIS WORK AND THE METRICS REALLY
6 REPRESENT THE STARTING POINT FOR US IN THIS WORK. AND OUR GOAL
7 REALLY TO HAVE EVERYTHING CENTRALIZED WHERE WE CAN HAVE THE
8 REGIONAL PERFORMANCE DATA PRESENTED. WITH THAT, I'M GOING TO
9 TURN TO OVER TO ALLISON.

10

11 **SPEAKER:** ALLISON QUACH THANKS MELANIE. ALLISON QUACH STAFF
12 WITH RNM SECTION. AGAIN, TODAY'S ITEM ISEL INFORMATIONAL
13 UPDATE ON REGIONAL NETWORK MANAGEMENT PERFORMANCE MEASURES. WE
14 LAST PRESENTED TO THIS BODY ABOUT PERFORMANCE MEASURES IN
15 EARLY 2020, AND AS WE WORKED TOWARDS THE INITIAL 2 YEAR REVIEW
16 OF THE RNM, WANTED TO BRING INFORMATIONAL UPDATE FORWARD TO
17 REFRESH ALL OF OUR MEMORIES ON THIS WORK. I WOULD LIKE TO
18 START WITH A BRIEF OVERVIEW OF HOW WE GOT HERE TODAY. STARTING
19 IN MAY 2020. MTC CONVENEED BLUE RIBBON TRANSIT RECOVERY TASK
20 FORCE TO ADDRESS DECLINING TRANSIT RIDERSHIP AND HELP GUIDE
21 REGION RESPONSE DURING THE COVID-19 PANDEMIC. WORK OF THEM
22 TASK FORCE HIGHLIGHTED NEED FOR TRANSFORMATIONAL OUTCOMES BAY
23 AREA TRANSIT. AND CULMINATED IN THE COMMISSION DOCUMENTING
24 TRANSIT TRANSFORMATION ACTION PLAN IN 2021. SET OF NEAR TERM
25 ACTION HELP RESHAPE TRANSIT IN THE REGION. ONE OF THEM THESE



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1 ACTIONS WAS EXPLORING GOVERNANCE REFORMS THROUGH NETWORK
2 MANAGEMENT BUSINESS CASE, WHICH WE DEVELOPED IN PARTNERSHIP
3 WITH TRANSIT OPERATORS, OTHER STAKEHOLDERS ACROSS THE REGION.
4 AND THROUGH WHICH WE DEVELOPED THE REGION NETWORK MANAGEMENT
5 FRAMEWORK. THIS FRAMEWORK WHICH WAS DEVELOPED TO PROVIDE
6 SUPPORT NEEDED TO TRANSFORM TRANSIT NOTICE REGION WAS APPROVED
7 BY THE COMMISSION IN FEBRUARY 2023 AND ELEMENTS OF THE RNM
8 FRAMEWORK WERE ESTABLISHED IN MID TO LATE 2023. INCLUDING RNM
9 COMMITTEE, THIS BODY CUSTOMER ADVISORY GROUP, RNM COUNCIL, AND
10 DEDICATED THE SECTION OF RNM STAFF WITHIN MTC. SINCE THEN, WE
11 HAVE BEEN CONTINUING TO WORK TOWARDS DELIVERING RNM COUNCIL'S
12 WORK PLAN AND THE TRANSIT TRANSFORMATION ACTION PLAN. KEY
13 ELEMENT OF RNM WHICH IS ROOTED WE WITH DEVELOPED FRAMEWORK, IS
14 ENSURING THAT IT IS CONTINUOUSLY IMPROVING TO BE ABLE TO MEET
15 THE EVOLVING NEED AND DEMANDS OF REGIONAL TRANSIT OVER TIME.
16 WHAT WE HAVE UP ON THE SLIDE IS ILLUSTRATIVE DIAGRAM THAT
17 DEPICT IT'S HOW THE RNM WAS ENVISION THE TO EVOLVE. TO GIVE
18 HIGH LEVEL OVERVIEW, INITIAL YEARS OF RNM WOULD BE FOCUSED ON
19 ESTABLISHING LEADERSHIP AND SCALING ROLE. ESTABLISHING P
20 EXPANDING REGIONAL TOOLS, REFINING PROCESSES, A SHARP EVERYONE
21 ENRICHMENTING SHORE AUTHORITIES. APPROXIMATELY YEAR HALF STOOD
22 UP THE RNM. INCLUDING ALL OF THEM VARIOUS ELEMENTS THAT I
23 DESCRIBED ON PREVIOUS SLIDE. -- SHARPENINGER) ONE THING
24 HIGHLIGHT FRAMEWORK CALLED FOR RECURRING REVIEWS OF THE RNM
25 EVERY 2 YEARS. WE'RE APPROACHING THAT. TOWARDS THE END OF THIS



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1 YEAR. SINCE THE RNM PERFORMANCE MEASURES WERE APPROVED, IN MAY
2 2024 -- APPROVED. APPROACHED THIS 2 YEAR MARK FOR INITIAL
3 REVIEW, WE'VE BEEN WORKING TO ESTABLISH AND EXPAND OUR
4 CAPACITY FOR REGIONAL TRANSIT PERFORMANCE MEASURE REPORTING.
5 IN ADDITION REVIEW IS GOING TO HELP US REFINER RNM
6 OPERATIONS MOVING FORWARD. AS AIT EVOLVES. HELP US TO REFINER -
7 - SO AS A REMINDER, THE REGIONAL NETWORK MANAGEMENT
8 PERFORMANCE MEASURES ARE ROOTED IN THE RNM'S MISSION. WHICH IS
9 ON THE SLIDE. TO DRIVE TRANSFORM TIF IMPROVES IN CUSTOMER
10 EXPERIENCE FOR REGIONAL BAY AREA TRANSIT. TRANSFORMATIVE,
11 THESE MEASURES WERE SELECTED TO HELP US MEASURE REGIONAL
12 TRANSIT OUTCOMES FOR RIDERS WITH FOCUS ON CUSTOMER EXPERIENCE.
13 BUT ALSO, TO HELP US ASSESS SUCCESS OF THE RNM INTEREST
14 FRAMEWORK DELIVERING UNDER CONTINUED OUTCOMES AND INFORMING
15 CONTINUOUS EVOLUTION AND IMPROVEMENT. OVER TIME. THIS SLIDE
16 SUMMARIZES THE RNM PERFORMANCE MEASURES THAT WERE APPROVED.
17 AGAIN, THEY WERE ORGANIZED INTO TWO TYPES OF MEASURES. FIRST
18 REALLY FOCUSED ON TRANSIT RIDER OUTCOMES. PROVIDING INSIGHT
19 INTO THE EXPERIENCE OF RIDERS ON TRANSIT. INCLUDING ASPECTS
20 SUCH AS TRANSIT RELIABILITY, CONNECTIVITY, EQUITY, AND SAFETY
21 AND COMFORT. AS WELL AS TELLING STORY OF THE IMPACT AND
22 BENEFITS OF VARIOUS RNM INITIATIVES FOR RIDERS. AS WE HEARD, A
23 PART OF THROUGH THE CLIPPER START-UP DATE IN THE PREVIOUS
24 ITEM. SECOND TYPE OF MEASURE PROVIDE INSIGHT INTO HOW WELL
25 TRANSIT OPERATIONS AND RNM FRAMEWORK ARE WORKING TO DELIVER ON



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1 THE ACTION PLAN AND ON THE RNM COUNCIL'S WORK PLAN. THESE
2 MEASURES CONSIST OF REPORTING ON THE RNM COUNCIL'S WORK PLAN
3 PROGRESS. WHICH WE'VE BEEN DOING QUARTERLY. REVIEW OF THE RNM
4 CAPABILITIES AND NEEDS AN TENDED TO PROVIDE INSIGHTS INTO ITS
5 OPERATION. INTENDED TO -- AS WELL AS, SOME OF OUR KIND OF
6 TRADITIONAL MEASURES OF TRANSIT OPERATIONS ACROSS THE REGION.
7 ADDITIONAL DETAILS ON ALL OF THESE PERFORMANCE MEASURES ARE
8 PROVIDED IN IN ATTACHMENT B OF YOUR PACKETS. NOW WE CAN GO TO
9 THE NEXT SLIDE. WHICH IS BUILDING ON THIS. SUMMARIZES THE
10 WORKSTREAMS THAT WE'VE ORGANIZED AND DRAFT SCHEDULE OVER THE
11 NEXT YEAR TO ACCOMPLISH ALL OF THIS WORK. SO WE'VE ORGANIZED
12 THIS INTO TWO MAIN WORKSTREAMS. FIRST THAT I'LL TALK ABOUT IS
13 THE REGION NETWORK MANAGEMENT FRAMEWORK REVIEW AND EVOLUTION.
14 WE HAVE BROUGHT ON THE PERKINS KPMG CONSULTING TEAM HELP TO
15 DEVELOP AND IMPLEMENT RNM FRAMEWORK TO LEAD THIS REVIEW. TEAM
16 WILL BE BEGIN WITH PRELIM FLAIR A ASSESSMENT INFORMED BY
17 ENGAGEMENT WITH KEY STATION HOLDERS INCLUDING YOURSELVES,
18 THROUGH COMBINATION OF IS YOUR VICINITY VIEWS, AND OTHER
19 DISCUSSIONS SURVEYS STARTING THIS SPRING. THIS AND OTHER DATA
20 TEAM GATHERS WILL BE USED TO IDENTIFY KNEES AND OPPORTUNITIES
21 FOR THE RNM AND THEN LATER THIS YEAR, TO DEVELOP
22 RECOMMENDATIONS FOR EVOLVING RNM. SECOND WORKSTREAM
23 ENCOMPASSES RIDER EXPERIENCE METRICS. IN TRANSIT OPERATIONS
24 METRICS. STAFF HAVE BEEN WORKING TO COLLECT AND REVIEW
25 EXISTING DATA FOR THESE METRICS FOR EXAMPLE, DATA FROM THE



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1 TRANSIT PASSENGER SNAPSHOT SURVEY. THAT WAS ALSO ON TODAY'S
2 AGENDA. WILL BE INCORPORATED INTO THIS AND KIND OF ALL OF
3 THOSE LEARNINGS. AND HE ARE ALSO WORKING TOWARDS BRINGING ON
4 ADDITIONAL CONSULTANTS SUPPORT TO ADVANCE THIS ASPECT OF THEM
5 THE WORK. SO TO RECAP OUR NEXT STEPS, AGAIN, WE'LL BE COMING
6 BACK TO THIS BODY AND OTHERS THROUGH THE THIS PROCESS FOR THIS
7 FIRST WORKSTREAM REALLY BE DOING NEAR TERM REFINING APPROACH
8 ADD OR THE E'O STARTING TO CONDUCT SOME OF INITIAL GAINMENT
9 ONLINE SURVEYS INTERVIEWS. ET CETERA TO INFORM THE REVIEW AND
10 EVOLUTION OF THE RNM FRAMEWORK. -- ENGAGEMENTS) ALONG ZOO I
11 HAD THAT WORKING TO, COLLECT AND REVIEW EXISTING RIDER
12 EXPERIENCE AND TRANSIT OPERATIONS DATA. 12346789 -- --
13 ALONGSIDE THAT. CONCLUDES MY PRESENTATION. HAPPY TO TAKE ANY
14 QUESTIONS.

15

16 **CHAIR, ADINA LEVIN:** ALL RIGHT. THANK YOU VERY MUCH AND START
17 ON THE DILLON'S SIDE OF THE ROOM. NO ALL RIGHT. COME BACK TO
18 YOU. SEBASTIAN PETTY.

19

20 **SEBASTIAN PETTY:** I DON'T HAVE ANY QUESTIONS. EITHER AT TO
21 POINT.

22

23 **CHAIR, ADINA LEVIN:** AT THIS POINT. RICK SCOTT?

24



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1 **TERRY SCOTT:** WE WILL TAKE, START IN THE ROOM AND THEN GO TO
2 THE ONLINE. DO YOU HAVE ANY DENTS OR QUESTIONS? MR. SCOTT? ANY
3 BENT COMMENTS OR QUESTIONS?

4

5 **TERRY SCOTT:** NO.

6

7 **CHAIR, ADINA LEVIN:** ALL RIGHT. BOB? OKAY. ALL RIGHT. I HAVE
8 FEW. I'LL, SO ONE IS THAT THE DESCRIPTION OF THE CUSTOMER
9 FOCUSED OUTCOME WAS END-TO-END TRANSPORTATION. AND SO
10 UPGRADING, UPDATING THIS I THINK IT WOULD BE REALLY HELPFUL TO
11 HAVE MORE COMPREHENSIVE INCORPORATING ADDITIONAL FIRST AND
12 LAST MILE TRAVEL MODES INCLUDING THE THINGS LIKE IT'S BIKE
13 SHARE AND MICROABILITY AND SHUTTLES. AND TO BE ABLE TO HAVE
14 PERFORMANCE MEASURES RELATING TO THE ENTIRETY OF THEM END-TO-
15 END TRIP THAT MIGHT HELP TO IDENTIFY OPPORTUNITIES FOR
16 IMPROVEMENT SUCH AS WHAT WENDI KALLINS TALKED ABOUT IN THE
17 PREVIOUS ITEM. IN TERMS OF THAT END-TO-END TRIP, IT WOULD BE
18 GREAT TO HAVE A ASSESSMENT OF HOW THAT END-TO-END TRIP IS
19 REFLECTED IN THE PLANNING PROCESS AND IN PARTICULAR, HOW WE
20 ARE MAKING PROGRESS TOWARDS SERVICE LED PRINCIPAL PLANNING,
21 DEFINING NETWORK AND TRAVEL TIMES THAT MIGHT CUT ACROSS
22 MULTIPLE AGENCIES TO BE ABLE TO ACHIEVE A TRIM. (SERVICE LED
23 PLANNING) AND WE CAN'T DO THAT YET. WE WEREN'T ABLE ABLE TO DO
24 THAT FIRST VERSION OF THEM NETWORK PLAN I THINK THAT IS THING
25 TO POTENTIALLY DO. THE OTHER THING WITH END-TO-END IS DATA. SO



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1 FOR EXAMPLE, LIKE GTFS DATA, REAL TIME, TRAVEL DATA AND
2 PLANNING DATA, IS WITHIN LIKE I THINK SOMEWHAT WITHIN RNM
3 PURVIEW. SHOULD BE MORE STRONGLY WITHIN THE RNM PURVIEW AND
4 QUALITY OF THAT DATA. WOULD BE GOOD TO CONSIDER. IN TERMS OF
5 THE INSTITUTIONAL CAPABILITY, THE PROGRESS THAT TIMELINESS
6 OBJECTIVES, CAPACITY OF STAFF, RIGHT AMOUNT OF STAFF, AND
7 SKILL ABILITY OF STAFF TO BE ABLE TO ACHIEVE OBJECTIVES
8 INCLUDING USING MODELS OF CENTERS OF EXCELLENCE WHERE STAFF
9 MIGHT BE LOCATED D A EARTH SOME OTHER INSTITUTION. WITHIN THE
10 REGIONAL MET INCREASE NETWORK MANAGEMENT ON ACCESSIBLE
11 TRANSPORTATION. LOOKING AT, PARATRANSIT INCLUDING THE POLICY
12 THAT WAS IDENTIFIED AS DESIRABLE IN THE COORDINATED PLAN. LOOK
13 BEYOND THE 3 QUARTERS AFTER I MILE. FOR THE -- OF A MILE FOR
14 THE PARATRANSIT. COMMUNICATIONS LOOKING AT THE CUSTOMER SURVEY
15 MORE BROADLY WHAT SHOULD BE IN THE PURVIEW OF THEM THEY WORK
16 MANAGEMENT COMMUNICATIONS ACROSS MULTIPLE AGENCIES. LAST BUT
17 NOT LEAST, HAVE LENS TOWARDS OUTCOMES, WHAT IS THE AU COME FOR
18 RIDERS, OUTCOME FOR PUBLIC IN TERMS OF THE BENEFIT ANDMENT
19 RESULTS PUBLIC TRANSPORTATION. THOSE ARE MY COMMENTS. I CAN
20 SEND THEM IN IN WRITING IF THAT WOULD BE HOPE HELPFUL. LOPER
21 NO COMMENTS. THANK YOU.

22

23 **CHAIR, ADINA LEVIN:** CHARLIE?

24

25 **CHARLEY LAVERY:** , .



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1

2 **EMILY LOPER:** NO COMMENTS. LITTLERY BROWN? BROWN LOOK AT THE
3 PRESENTATION, I BELIEVE ASSESSMENT WORKING GROUP SHOULD BE KEY
4 COMPONENT OF THAT RNM. BECAUSE IF EXPERIENCES, PEOPLE WITH
5 DISABLED THROUGHOUT THIS REGION, AND PRETTY SURE WE ACCEPT OUR
6 INPUT FOR FRAMEWORK. I BELIEVE IT SHOULD BE COUNTED PART OF
7 THE COMPONENT. THAT'S ALL I WANTED TO SAY.

8

9 **CHAIR, ADINA LEVIN:** THANK YOU. ANNE OLIVIA ELDRED?

10

11 **ANNE OLIVIA ELDRED:** THANKS AGAIN. THESE ONES ARE REALLY
12 EXCITING. EL YOU GUYS HEAR A LOT ABOUT THE ISSUES I HAVE SO
13 THIS LAKE THING GETTING EVERYBODY WORKING TOGETHER, CAN REALLY
14 SOLVE A LOT OF PROBLEMS. SO VERY EXCITING. ALSO HAD SOME
15 QUESTIONS AROUND FIRST AND LAST MILE. BUT ALSO, AROUND FIRST
16 AND LAST 50 MILES. BECAUSE I KNOW THAT WE HAD TEMPORARY HOUSE
17 MATE DRIVING IN FROM GILROY AND HAS TO DRIVE A LONG WAY BEFORE
18 HE CAN GET TO THE PUBLIC TRANSPORTATION. AND HE HAD TO DRIVE
19 LIKE PRETTY FREQUENTLY BECAUSE THERE WAS NO PARKING. AND SO
20 I'M JUST TRYING TO FIGURE OUT IF LIKE THAT ONE OF THEM METRICS
21 THAT WE CAN LOOK AT. HOW FAR DO YOU O HAVE TO DRIVE? IS NOT
22 LIKE EVERYONE LIVES WITHIN A MILE. WOULD REALLY RELIES ON THIS
23 PUBLIC TRANSPORTATION. AND IS IT BETTER NOW? LIKE WHAT ARE THE
24 BARRIERS OTHER BARRIERS TO PEOPLE DOING THIS? LIKE I THINK THE
25 PARKING IS A REALLY BIG DEAL ACTUALLY EVERYONE BIG PUSH TO GET



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1 RID OF PARKING. THAT OFTEN MEANS WE CAN'T GET OUT OF OUR CARS.
2 SO AND I'M JUST WONDERING IF THERE IS AROUND THE PUBLIC
3 INFORMATION, SO IMPORTANT PEOPLE SEE HOW GOOD THIS IS. AND
4 THIS NEW COORDINATION AND ALL GOING TO BE AWESOME. JUST
5 WONDERING ABOUT THE PROMOTION OF THAT, LIKE AND ALSO, SOME OF
6 THOSE METRICS LIKE HOW LONG DID THIS TRIP USED TO TAKE YOU?
7 AND HOW LONG DOES IT NOW? BECAUSE I KNOW WHAT IS SAYS IT'S
8 SUPPOSED TO TAKE ME ON MINEMENT BUT TONIGHT DO. ON MINE BUT IT
9 DOESN'T. REALLY TRYING TO ARE WE DOING ANYTHING TO FIGURE THAT
10 OUT LIKE PEOPLE'S REAL EXPERIENCES IN THE AMOUNT OF TIME STUFF
11 IS GOING TO SAVE. AND IF THERE'S GOING TO BE SOME NEW PUBLIC
12 INFORMATION CAMPAIGN ABOUT HOW AWESOME THIS IS, THIS NEW
13 FRIENDLY COORDINATED TRANSIT SYSTEM THAT IS ALSO REALLY CLEAN
14 AND SAFE AND DOESN'T SMELL WEIRD. THOSE PIECES. BECAUSE THIS
15 IS SO COOL, PEOPLE NEED TO KNOW P IT AND THAT'S ALL. PEOPLE
16 NEED TO KNOW ABOUT IT.

17

18 **CHAIR, ADINA LEVIN:** OKAY.

19

20 **T L1 ESTIFER L0:** EXCELLENT. GERRY GLASER HAS A HAND. GLASER
21 DOES HAVE HIS HAND COVERED BUNCH, .

22

23 **CHAIR, ADINA LEVIN:** EXCELLENT.

24



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1 **GERRY GLASER:** PANEL COVERED BUNCH. LIKE TO SUMMARIZE FROM THE
2 RIDER EXPERIENCE I THINK COUNCILMEMBER RISER SUMMARIZING THAT
3 CONVENIENCE. MAIN THING MISSING FROM OUR TRANSIT FIND WAY
4 MEASURING THAT OR SURVEYING IT, HAVING SAID THAT, METRICS THAT
5 I'M MOST INTERESTED IN ARE NOT THE QUALITATIVE ONCE. ONES THAT
6 I'M MOST INTERESTED ARE THE ANDY KAWANO DAY TIF ONES. KAWANO
7 DAY ONES. SHE ON A GRAPH, FROM THIS YEAR TO THIS YEAR.
8 QUANTITATIVE ONCE. AMOUNT AMOUNT OF TIME POINT A TO POINT B WAS
9 THIS. COST WAS THIS. RIDER A HE IS COST WAS THIS. IMPROVED OUR
10 TRANSIT BECAUSE -- LOOKING AT GOLDEN GATE. SIXTY DOLLARS PER
11 PASSENGER RIDE. ON THE GOLDEN GATE BUS WHAT OUR COST IS. AND I
12 THINK WE CHARGE 2 OR 3 YEAR 7 BUCKS. WHATEVER. SMALL
13 PERCENTAGE OF IT. THOSE KIND OF METRICS HOW WELL WE'RE
14 COORDINATING WHEN WE GO FROM ONE AGENCY TO ANOTHER AGENCY. BUT
15 I JUST SUMMARIZED IT AS LET'S BE VERY HEAVY ON QUANTITATIVE
16 MEASURES. SHOWING THAT REGIONAL NETWORK MANAGEMENT HAS
17 QUANTITATIVELY THANK YOU CHANGED TRANSIT. QUALITY WILL CHANGE
18 ACE RESULTED OF THE METRICS AT THE QUANTITY LEVEL. CHANGING.
19 THAT IS VERY EASY TO DOCUMENT. DOESN'T REQUIRE SURVEY OR
20 REQUIRES MEASURING. THAT'S WHY I THINK OUR WHEN WE WERE
21 TALKING ABOUT METRICS, I WAS LOOKING FOR QUANTITATIVE METRICS.
22 WHICH WORKED AT PLANNING COMMISSIONER, EVERY YEAR. WE HAVE A
23 REPORT. AND QUANTITATIVE. HOW MANY TREES. HOW MANY MILES. HOW
24 MANY SIDEWALKS. HOW MANY PARKING SPACES. HOW MUCH DO WE
25 COLLECT IN PARKING? ET CETERA. SO I WOULD LIKE FOR THOSE



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1 METRICS. LOOKING FOR THAT SOME PLACE WHERE WE'RE GOING TO HAVE
2 A LIST OF OUR QUANTITATIVE METRIC ARE THESE METRICS. THIS IS
3 HOW THE TO MEASURE. THANKS.

4

5 **CHAIR, ADINA LEVIN:** EXCELLENT. THANK YOU. I THINK WE HAVE
6 FOREQUESTION OR COMMENT FROM A MEMBER. BODY THEN GO PUBLIC
7 COMMENT.

8

9 **SPEAKER:** THANKS. LISTENING TO SOME OF THEM OTHER COMMENTS I
10 THINK I.

11

12 **SEBASTIAN PETTY:** KIND OF COALESCED ON QUESTION I GUESS I HAVE
13 WHICH IS WE'RE KIND OF NOT MAYBE NOT AT THE START OF THIS
14 PROCESS, BUT THERE'S REVIEW TO COME, I'M CURIOUS I'LL EXPLAIN
15 WHERE I'M COMING FROM. CURIOUS WHAT STAFF ENVISIONS AND AS
16 KIND OUTCOME OF THIS. AT THE END OF THE YEAR. THE REASON I'M
17 ASKING THAT QUESTION IS BECAUSE WHEN I LISTEN TO COMMENTS ON
18 THIS COMING FROM THIS COMMISSION, OR THIS THINK THE COMMITTEE
19 ABILITY LOANED WHAT YOU HAVE NOT PACKET, LOOK AT WHAT YOU
20 HAVE. STRIKE ME VERY, BROAD VALUATION THAT IS REALLY LOOK AT
21 THE PERFORMANCE. TRANSIT SYSTEM AS A WHOLE. EVALUATION. HEARD
22 A LOT OF COMMENTS ABOUT THAT AND GO IN ALMOST TRANSIT SYSTEMS
23 SHED DATA LIKE NOTHING ELSE. GO IN MANY DIFFERENT DIRECTIONS
24 WITH THAT. THEN HAVE YOU VERY FOCUSED EVALUATION OF WHAT
25 ACTUALLY IS THE RNM, R&M DOINGING IT'S NOT NECESSARILY WHAT TO



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1 BE THE RNM DO. IT'S THERE'S A PRETTY PRESCRIPTIVE PROGRAM OF
2 THINGS THAT BEEN WORKING ON, STAFF, WORKING ON IT, AND SO I
3 GUESS, CURIOUS TO HEAR MORE ABOUT HOW YOU SEE THAT COMING
4 TOGETHER TEND OF THE YEAR. WHAT WOULD MEMBER OF PUBLIC SEE,
5 WHAT WOULD MTC COMMISSIONERS SEE.

6

7 **THANK YOU FOR YOUR QUESTION. S.**

8

9 **>>THALIA LENG:** WE RESPECT-ALLISON QUACH WITH RESPECTED TO THE
10 RNM REVIEW AND EVOLUTION, THAT IS SOMETHING THAT IS I WILL SAY
11 MAYBE A LITTLE BIT WONKIER, AVERAGE MEMBER THE PUBLIC IS
12 THAT'S NOT REALLY GOING TO BE ON THEIR RADAR. ALSO,
13 ACKNOWLEDGE THAT WE'RE REALLY JUST A YEAR-AND-A-HALF INTO THE
14 RNM BEING ESTABLISHED. AND SO IT IS RELATIVELY EARLY ON TO
15 PROPOSE A WHOLESALE RESTRUCTURING OF THE RNM. WHAT WE'RE REEL
16 LA'IE LOOKING FOR IS-REALLY LOOK FOR IS, ENSURING THAT PRO
17 FROM OUTSIDE HE SET TAKING LOOK HOW WE'RE WORK TOGETHER TO
18 DELIVER ON THESE INEVERYONE TIF L1 S L0 FOR THE PUBLIC.
19 INITIATIVES FOR THE PUBLIC. IF THERE ARE OPPORTUNITIES TO
20 IMPROVE THE WAY THAT WE'RE DOING THAT, WE WANT TO LIGHT THOSE
21 EARLY ON. OTHER HIGHLIGHT THOSE EARLY ON LEARN AND INCORPORATE
22 THAT THROUGH CONTINUOUS EVOLUTION OF HOW WE'RE ALL WORKING
23 TOGETHER AND WHAT THE FOCUS OF INITIATIVE AND PROGRAMS ARE. SO
24 WE DO HAVE A CORSETTE OF PROGRAM AREAS. THERE'S CUSTOMER
25 INFORMATION. TRANSIT PRY PRIORITY ACCESSIBILITY AND I THINK



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1 YOU THAT WILL CONTINUE TO FORM THE BASIS OF A LOT OF OUR WORK.
2 BUT AS SHOWN IN THE SLIDES, WE REALLY WANT TO BE MAKE SURE
3 THAT THE RNM ADAPTABLE TO CHANGING NEEDS. IF THERE ARE AREAS
4 THAT ARE EMERGING WANTS TO BE ABLE TO IDENTIFY THOSE. THROUGH
5 THIS WORK. AND MAKE SURE WE'RE TRACKING TOWARDS POTENTIALLY
6 BEING ABLE TO ADDRESS IT. DO YOU WANT TO JUMP?

7

8 **THALIA LENG:** ADD TO WHAT ALLISON INDICATED. SHE CAN ADDRESS
9 ALL OTHER QUESTIONS AS WELL. -- MELANIE CHOY YOU'RE ASKING
10 WHAT THE END PRODUCT GIVEN THESE WORK EXTREME IT'S .

11

12 **SEBASTIAN PETTY:** TO WORKSTREAMS TODAY SUBSTANTIAL DISTANCE
13 BETWEEN THEM.

14

15 **JOHN CHOI** ONE OF THEM THINGS WE ARE LOOKING AT SLIDE ON THIS
16 IN TERMS OF THE FRAMEWORK ASSESSMENT -- MELISSA CHOY, CUSTOMER
17 APPEARANCE EXPERIENCE ONE OF OUR MANY DOING THEM INDEPENDENTLY
18 IN TERMS OF THE PRODUCT, HOWEVER, I THINK WE WILL KNOW AS WE
19 WORK ON THE PRODUCT ON HOW TO LINK THE TIE INS OF BECAUSE ONE
20 IS ABOUT THE DATA. LOOKING AT THE INFORMATIONAL A PULLING FROM
21 NTD, PULLING FROM ALL OF THE OPERATORS, STATISTICS ON ON TIME
22 PERFORMANCE. AND SO I THINK ONE OF THE THINGS PRIOR
23 PRESENTATIONS WE DID ADOPT A SET OF QUANTITATIVE METRICS. LAST
24 YEAR. WITH THE RNM. THOSE ARE THE ONES WE'RE FOCUSED ON. FOCUS
25 IT'D ON ISSUE I WILL AT THE OUTSET, READILY AVAILABLE DATA AND



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1 NOT NECESSARILY RECREATING ANY DATA. JUST TO AT LEAST GET
2 GOING BECAUSE IF IF DATA COLLECTION TAKES A LOT OF TIME. SO
3 FOR US, TO MOBILIZE AND GET SOMETHING OUT THERE, TOO ASSESS,
4 THAT IS WHAT OUR APPROACH HAS BEEN. SO IT IS VERY DIFFERENT
5 THAN MORE OF THIS RNM STRUCTURE. CONVERSATION. AND SO
6 CURRENTLY, WE ARE ON TWO DIFFERENT PATHWAYS ON THOSE. AND ONE
7 WITH WHEN WE BRING THAT BACK TO GROUP. THAT'S ONE OF THE
8 THINGS THAT WE WOULD LIKE TO HEAR FROM THIS GROUP, IS HOW DO
9 THE TWO TIE IN TOGETHER? HOW BEST THAT WORKS?

10

11 >>SEBASTIAN PETTY: THANKS REALLY HELPFUL. APOLOGIZE FOR
12 DOMINATING THE TIME, LAST COMMENT I'LL MAKE IS, I THINK
13 PARTICULARLY IN THIS INITIAL KIND OF GO OUT, MAKES ME LITTLE
14 NERVOUS WE'RE FRAMING SOME OF THE DESCRIPTION OF THE TRANSIT
15 SYSTEM AS KPI'S. BECAUSE I THINK IT WILL LEAD FOLKS TO THE
16 IMPRESSION THAT THIS IS ALL UNDER THE MANAGEMENT OF RNM AND
17 IT'S ALL SORT OF UNDER THIS RUBRIC OF PERFORMANCE IT'S. BUT IF
18 I UNDERSTAND WHAT YOU'RE DOING CORRECTLY BOTH WHAT YOU SAID
19 AND THE PAGE, REALLY BIG PART OF THIS IS ABOUT ALMOST
20 ESTABLISHING DESCRIPTIVE BASELINE WHAT THE TRANSIT SYSTEM IS
21 DOING AT REGION LEVEL.

22

23 CHAIR, ADINA LEVIN: THANK THANK YOU FOR THAT COMMENT.
24 IMPORTANT DISTINCTION. ONE THING I'LL ADD I THINK GETS TO SOME
25 OF THEM COMMENTS AND QUESTIONS THAT WERE RAISED. ALLISON QUACH



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1 APOLOGIZE WASN'T INCLUDED IN YOUR PACKETS AT THE TIME WE
2 DEVELOPED THE MEASURES, WE ENDED UP WITH A LIST OF MELANIE
3 SAID, MEASURES THAT WE COULD COLLECT WITH DATA THAT WAS
4 READILY AVAILABLE. AND FEASIBLE WITHIN THE CAPACITY OF STAFF.
5 BUT WE ACTUALLY ALSO DEVELOPED AND CATALOGED A LIST OF FUTURE
6 MEASURES. SOME OF WHICH CAME FROM THIS GAME ROOM. SOME CAME
7 FROM OTHER BODIES AND OTHER FEEDBACK. SO THAT'S A LIST THAT
8 WILL CONTINUE RETURNING TO. AS OUR DIET CAME ABILITIES EXPAND
9 A HE AND GROW AND ADD TO HEAR OTHER FEEDBACK FROM FOLKS. (P
10 OTHER DUET DATA CAPABILITIES).

11

12 **CHAIR, ADINA LEVIN:** THANKS. DATA CAME ANTS.

13

14 **CHAIR, ADINA LEVIN:** STAFF COULD HELP WITH CALL FOR PUBLIC
15 COMMENT IN THE ROOM. PUBLIC COMMENT ONLINE. CAPABILITIES
16 GEORGE BUSH.

17

18 **COUNCIL CLERK, BRITTNY J. SUTHERLAND:** NO WRITTEN
19 CORRESPONDENCE ON THIS ITEM. NO ONE IN BOARDROOM WISHES O
20 SPEAK. ONE SPEAKER IN ZOOM. HOW MUCH TIME WOULD YOU LIKE TO
21 GIVE?

22

23 **CHAIR, ADINA LEVIN:** 2 MINUTES.

24



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1 **COUNCIL CLERK, BRITTNY J. SUTHERLAND:** COLIN TOMA, YOU HAVE 2
2 MINUTES.

3

4 **SPEAKER:** COLIN THOMA DISABILITY CHANGE ADVOCATE WITH
5 DISABILITY SERVICES. SERVE PEOPLE WITH DISABILITIES AND NAPA
6 AND SUMMER COUNTY. ABOUT THIS. MEASURE REVIEW, MAKE SURE YOU
7 GUYS STUDIED. BUT PEOPLE WITH DISABILITIES AND SENIORS, USING
8 RAN TRANSIT, DIFFER FROM THOSE NONDISABLED AND NOT
9 RELATIONSHIP [INDISTINCT] (N. EXPECT PARATRANSIT, RAIL, FIRST
10 AND LAST MILE, METRO TRANSIT OPTIONS. TO IMPLEMENTS THAT CAN
11 BE MADE. AS WELL AS TRAFFIC SYSTEM HAS AS A WHOLE FOR THE
12 ENTIRE AREA. BEING, FEELS MORE DISCONNECTED USING TRANSIT TO
13 GET TO -- SOUTH BAY. ALSO, IMPORTANT TO HAVE THE FEASIBILITY
14 OF EXPANDING THE THREE QUARTER MILE SERVICE. PARATRANSIT.
15 (FEASIBILITY) SOME NAHOPII NAP COUNTIES LARGE AREAS OF THE
16 BOTH COUNTIES -- NAPA COUNTIES) RESIDENTS OUTSIDE OF THREE
17 QUARTERS MILE. SERVICE AREA. MAKING THEM INELIGIBLE FOR
18 PARATRANSIT SERVICE. WITH LIMITED OPTIONS. ALSO STUDYING HOW
19 TO HAVE SUPPORT FOR ALL TRANSIT AGENCIES TO PROVIDE ON DEMAND
20 PARATRANSIT. SERVICES WOULD BE GREAT THANK YOU HAVE A HAVE A
21 GOOD DAY.

22

23 **CHAIR, ADINA LEVIN:** THANKS. I THINK THAT THAT CONCLUDES THIS
24 AGENDA ITEM. THANK YOU VERY MUCH TO STAFF FOR BRINGING FORWARD
25 THIS REALLY IMPORTANT SUPPLEMENTARY AND QUEUING UP OF THE NEXT



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1 PHASE OF NETWORK MANAGEMENT. VERY EXCITING. FOR SOME
2 DEFINITION OF EXCITING. WITH THAT, WOULD LIKE TO ATTACK US TO
3 THE PREVIOUSLY SKI PED ITEM. WHICH IS THE AGENDA ITEM 4B, MTC
4 TRANSIT PASSENGER SNAPSHOT SURVEY. -- PREVIOUSLY SKIPPED ITEM
5 -- REGARDING WE WILL HEAR FROM DWAYNE HANKERSON OF MTC. FLAVIA
6 STANG OF MTC.

7

8 **FLAVIA TSANG:** GOOD AFTERNOON. MY NAME IS FLAVIA TSANG. TODAY,
9 I'M HERE TO TALK ABOUT OUR TRANSIT PASSENGER SURVEY PROGRAM.
10 AND TO HELP FILL IN THE POST-COVID TRANSIT RIDING PICTURE.
11 THIS PRESENTATION DESCRIBE DESCRIBES EFFORT ON UNDERTAKEN 2023
12 AND 2024. TO REBASELINE RIDER AND CHARACTERISTICS NOT REGION
13 POST-COVID. IN ENTER OF AGENDA BEGIN WITH A BRIEF RECEIVER OER
14 OF VIEW WHY WE WE NEED TO COLLECT COLLECT DATA DIRECTLY FROM
15 PASSENGERS CANNOT RELY SOLELY ON OFF THE SHELL DATA PRODUCTS.
16 NEXT INROJAS DEUCE MTC TRANSIT PASSENGER SURVEY PROGRAM.
17 INTRODUCE AND EXPLAIN THE TWO TYPES OF TRANSIT PASSENGER
18 SURVEY WE CONDUCT. THEN I'LL WALK THROUGH SOME KEY FINDS FROM
19 OUR POST-COVID SNAPSHOT SURVEY WHICH WE COMPLETED IN SPRING
20 2024. POWER OUTAGE FINALLY SHARE WHAT COMING NEXT. WHAT FUTURE
21 WORK IN THIS SPACE MIGHT LOOK LIKE. AND WHERE WE'RE HEADED.
22 NEXT SLIDE PLEASE. THE BULLETED LIST THERE SHOWS SOME
23 EXAMPLES. DATA SOURCE. DATA SOURCES THAT WE USE FOR OUR
24 ANALYSES. THAT ULTIMATELY, INFORMED PLANS THAT YOU SEE ON THE
25 RIGHT. NO EXISTING DATA SOURCE CAN FULLY ADDRESS ALL THE KEY



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1 QUESTIONS NEEDED TO INFORM OUR PLAN. WHO, WHY, WHEN, WHERE,
2 AND HOW PEOPLE TRAVEL. EVEN THE PROMISE OF THE SO-CALLED
3 BIG DATA FALLS SHORT WHEN IT COMES TO NORTH THE REASONS WHY
4 PEOPLE TRAVEL, AND THAT DEMOGRAPHICS. THIS IS WHY MTC CONDUCTS
5 ITS OWN PRIMARY DATA COLLECTION. SO THE TOP TWO ITEMS ON THE
6 BULLETED LIST ARE DATA THAT COLLECT DIRECTLY BY MTC'S REGIONAL
7 PLANNING PROGRAM. AND THIS PRESENTATION WILL FOCUS ON SECOND
8 ITEM. TRANSIT PASSENGER SURVEYS A THE DATA WE COLLECT USED FOR
9 NEAR AND LONGTERM DECISION. INCLUDING OPERATOR LEVEL PLANNING
10 TASK. IS TRANSIT PASSENGER DATA HELPED REFINE OUR ANALYTICAL
11 PLANNING TOOLS SUCH AS MTC AND COUNTY AGENCIES TRAVEL MODELS.
12 AND ULTIMATELY, INFORM OUR INFRASTRUCTURE INVESTMENT AND
13 REGIONAL AND COUNTY WIDE TRANSPORTATION PLANS. DATA FROM OUR
14 SURVEY ALSO USING REGIONAL ANALYSIS AS EVALUATING INVESTMENTS
15 IN INCLUDING IN THE TRANSIT FORMATION IMPROVEMENT PROGRAM.
16 OTEP FINALLY, THE INFORMED TITLE VI ANALYSES THAT DONE AT THE
17 OPERATOR LEVEL, TO ENDS ENSURE THAT SURFACE AND -- VISITORS
18 AND FARE CHANGES DON'T HAVE DISPARATE IMPACTS MINORITY AND LOW
19 INCOME POPULATIONS. THIS IS DEPICTION OF OUR ONGOING, TRANSIT
20 PASSENGER VIEIRA PROGRAM HAVE I SCHEDULE. PRO, SR VASE
21 DESCRIBE. DISTINCTION ONGOING SURVEY IS VERY DEALED AND TAKES
22 MANY YEARS TO COMPLETE. DETAILED) IT INCLUDES, 25
23 TRANSPORTATION DEVELOPMENT AT OR TDA FUNDED OPERATORS,
24 SURVEYED IN A ROW TAKES. -- ROTATION. NOT ALL THE AREA
25 OPERATORS ARE SURVEYS FOR THIS PROGRAM. FOR EXAMPLE, WE DON'T



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1 SURVEY BAY AREA -- OR -- GO AROUND. DON'T RECEIVE TDA FULL-
2 TIMING PASS THROUGH MTC, ON GOING TRANSIT PASSENGER SURVEY,
3 REASON WHY IS DISTRIBUTED OVER MULTIPLE YEARS. BECAUSE IT
4 COLLECT DATA AT THE ROUTES LEVEL. WITH A HIGH SAMPLE RATE AND
5 REQUIRES A SIGNIFICANT BUDGET AND PROJECT OVERSIGHT. IT TAKES
6 APPROXIMATELY FIVE TO 7 YEARS TO COMPLETE A FULL CYCLE OF DATA
7 COLLECTION. ON THIS SLIDE, YOU NOTICE THAT SOME ICONS ARE
8 FADED BAILU OTHERS ARE SOLID. WHILE OURS ARE SOLID. THIS
9 VISUAL DISTINCTION REFLECTS THAT SOME OPERATORS HAVE BEEN
10 SURVEYED MORE THAN ONCE. SINCE 2013. NONFADED SOLID ICON
11 REPRESENTS THE MOST RECENT PRECOVID-19 SURVEY INSTANT EDDIE
12 STANSBERRY-DID ININSTANCES KIND OF QUESTIONS WE ASK ONGOING
13 TRANSIT PASSENGER SURVEY, WORK, TEND TO FOCUS ON REVIEWED
14 BEHAVIOR AND DEMOGRAPHICS. FOR EXAMPLE, WHAT IS YOUR FULL TRIP
15 PATH? AND WHAT DID YOU, WHERE DID YOU TRANSFER? WHAT WAS YOUR
16 TRIP PURPOSE? AND HOW HOW DO DID YOU PAY? LESS SOME OF THE
17 ATTITUDE UNTIL AND CUSTOMERS SATISFACTION QUESTIONS. LESS SO -
18 - DUE TO THE RIGOR OF CAPTURING DETAILED TRIP AND DEMOGRAPHIC
19 INFORMATION, MAJORITY OF OUR SURVEYS ARE CONDUCTED BY WHAT WE
20 CALL TABLET ASSISTED INTERVIEW. SO WE HAVE INTERVIEWERS TALK
21 TO PASSENGERS ON TRANSIT VEHICLES WHERE TABLET COMPUTERS IN
22 THE HANDS AND TABLET COMPUTER USE SOFTWARE WITH SKIP LOGIC FOR
23 EXPEDIENT EXPERIENCE. P THIS SLIDE, THIS SLIDE SHOWS PANDEMIC
24 RELATED RIDERSHIP DECLINES. ONE EVEN PASSENGER REBOUND. THE
25 REBOUND HAS NOT BEEN STABLE OR UNIFORM. THIS IS THE CASE FOR



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1 BOTH BETWEEN OPERATORS AND WITHIN OPERATORS. FOR EXAMPLE, IN
2 SAN FRANCISCO, CROSS TOWN RIDERSHIP IS NOW HIGHER THAN
3 PREPANDEMIC AND ANOTHER EXAMPLE IN THE EAST BAY IS EZ TRANSIT
4 ACCEPT TEMPO SERVICE, HIDER RIDERSHIP THAN PREPANDEMIC. GIVEN
5 THE DIFFERENTIAL RETURNS TO TRANSIT, SEEMED LIKELY THAT MANY
6 CHARACTERISTICS OF OUR RIDERS AND THEIR TRIPS MIGHT HAVE
7 CHANGED. FOR EXAMPLE, THE COMPOSITION OF RIDERS, REASON WHY
8 PEOPLE TRAVEL, TRAVEL PATTERN PEOPLE MAKE. THE ONGOING P
9 TRANSIT PASSENGER SURVEY WAS PAUSED DURING COVID OUT OF
10 CONCERN THAT RIDERS MIGHT BE RELUCTANT TO ENGAGE WITH
11 INTERVIEWERS. AND WHEN IT CAME TIME TO RESUME IT, WE DISCUSSED
12 APPROACH WITH OUR EXECUTIVE STAFF TO PURSUE TWO DIFFERENT
13 TRANSIT PASSENGERS SURVEY IN PARALLEL. NUMBER ONE, IT'S THE
14 RESUMPTION OF THEM LONGTERM ONGOING MORE DETAILED WORK WHICH
15 TAKES FIVE TO SEVEN YEARS TO COMPLETE. AND NUMBER 2, THE ONE-
16 YEAR WHAT WE CALL, WHAT WE'RE CALLING THE REGIONAL SNAPSHOT
17 SURVEY WHICH IS MORE BROAD BRUSHED AND USED SIMPLIFIED SURVEY
18 INSTRUMENT. SO THE REGIONAL SNAPSHOT SURVEY WHICH I'M GOING TO
19 FOCUS ON IN THE REST OF THIS PRESENTATION, COMPRESSED USUAL 7,
20 FIVE TO SEVEN YEARS DATA COLLECTION INTO A SINGLE YEAR. AND
21 THE NEXT SLIDE DESCRIBES THE CONTOURS OF OUR APPROACH. THE
22 REGIONALS SNAPSHOT SURVEY IS A ONE-TIME EFFORT TO REBASELINE
23 THE SITUATION POST-COVID. THIS KIND SURVEY RARELY DONE. LAST
24 ONE WAS DONE IN 2006. AND IT IS FEAT TO SURVEY ENTIRE REGION
25 IN A SINGLE YEAR. TO ACCOMPLISH THAT, OPT FOR A SIMPLER



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1 APPROACH THAN THE ONGOING TRANSIT PASSENGER SURVEY. DATA WAS
2 COLLECTED OVER 2 SEASONS. AND ALL BUT TWO OPERATORS IN OUR
3 USUAL SAMPLING UNIVERSE PARTICIPATED. GOLDEN GATE AND ACE
4 OPTED OUT BECAUSE THEY HAD COMPLETING SURVEYS IN THE FIELD AT
5 THE TIME. COMPETING SURVEYS. WERE HE CONCERNED ABOUT
6 PASSENGERS SURVEY FATIGUE. THE SURVEY WAS AT E' O ADMINISTERED
7 VIA PAPER. ADMINISTERED VIA PAPER. WE COLLECTED 16-AND-A-HALF
8 THOUSAND SURVEYS IN THREE LANGUAGES. ENGLISH, SPANISH AND
9 CHINESE. IN THE SNAPSHOT SURVEY, NOT ALL ROUTE SELECTED.
10 ROUTES REPRESENTED BY GEOGRAPHY AND BOARDING VOLUMES. DATA IS
11 REPORTEDDABLE DOWN TO THE OPERATOR AND MODE FOR MULTIMODAL
12 OPERATORS SUCH AS MUNI AND BTA, AND FOR EXIT TRANSIT REPORT
13 FOR LOW CO VERSUS TRANS MATE SERVICE. ADDITIONALLY WE
14 DEVELOPED SAMPLING PLAN THAT DIFFERENTIATED ERUPT BY TIME
15 PERIOD. AM IS BEFORE 10:00. MIDDAY IS 10:00 TO 3:00 AND P.M.
16 AFTER 3:00. THESE TIME PERIODS ARE SELECTED TO ALIGN WITH OUR
17 TRAVEL MODEL. TIME PERIOD. AREN'T LEFT-HAND SIDE SLIDE,
18 VARIABLE IN RED WITH THE NIC VON RUPP THAT WILL -- ARE THE
19 ONELY TALK THROUGH IN THIS PRESENTATION. BUT FURTHER ANALYSIS
20 CAN BE DONE BASED ON THESE AND ADDITIONAL VARIABLES ON RIGHT
21 MOST COLUMN. THIS SLIDE. IN PARTICULAR DRAW YOUR ATTENTION TO
22 SOME OF THEM SPACIAL VARIABLES SUCH HOME SICK CODE AND ORIGIN
23 AND DESTINATION LOCATION. NEXT SLIDE PLEASE. THIS SLIDE
24 SUMMARIZESEL HIGH LEVEL CHANGES PRE AND POSTER PANDEMIC.
25 COMPARING THE DATA WE HAVE FROM THE FIVE TO SEVEN YEARS



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1 ONGOING TRANSIT PASSENGER SURVEY PRE-COVID WITH THE ONE-YEAR
2 SNAPSHOT SURVEY. POST-COVID. WE COMPARE WITH THE DATA AND
3 PRESENTING WEEKDAY DATAS THROUGH THIS SLIDE. WHAT IS WHAT IS
4 CONSISTENTLY AVAILABLE ACROSS BOTH SURVEYS. IT'S WORTH NOTING
5 HOWEVER, THAT THE POST-COVID SNAPSHOT SURVEY IS SELF-INCLUDED.
6 WEEKEND DATA COLLECTION. IN TERMS OF RIDER COMPOSITION, EL
7 POST-PANDEMIC RIDERS LOWER INCOME THAN BEFORE COVID. HIGH
8 INCOME USERS ARE STILL A SIZABLE GAME ROOM. THE SHARE OF WHITE
9 RIDERS HAS DECLINED REGIONAL WIDE OVERALL, TRANSIT RIDING
10 POPULATION IS LESS WHITE AND ASIAN AND MORE BLACK AND HISPANIC
11 COMPARED TO BAY AREA POPULATION AS A WHOLE. THIS WAS A TREND
12 PRE-COVID BUT WAS HASTENS SOME SINCE THE PANDEMIC. IN TERMS OF
13 REASONS FOR TRAVELING, WORK AS A TRAVEL PURPOSE DECLINED IN
14 BOTH ABSOLUTELY TERMS AND AS A SHARE TRANSIT TRAVEL. ABSOLUTE
15 TERMS UNSURPRISING DO YOU DUE SIGNIFICANT SHIFT REMOTE AND
16 HYBRID WORK ARRANGEMENT, SINCE THE PANDEMIC. SHOWS
17 RECREATIONAL, AND SHOPPING TRIPS DECREASED IN ABSOLUTELY
18 NUMBERS -- SOCIAL) SHARES OF THOSE TYPES TRIPS INCREASED
19 BECAUSE AFTER DECLINE IN WORK SHARE. TRIM MAY BE LENS 'ALSO
20 TAKE OTHER TYPES OF TRIM. VIRTUAL MET DAL APPOINTMENTS, MANY
21 STILL REQUIRE NOT TRIP TO CLINIC HOSPITAL, DENTAL OFFICERS.

22

23 **ET CETERA. REMOTE TRIPS IN TERMS OF TRAVEL PATTERNS, TRANSIT**
24 **TRAVEL WITHIN SAN FRANCISCO CONTINUES TO BE ONE OF THE**
25 **STRONGEST TRANSIT MARKETS. TRANSIT TRIPS TO AND FROM SAN**



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1 FRANCISCO HAVE DECREASED MORE THAN IN INTRASAN FRANCISCO
2 TRANSIT TRAVEL. ADDITIONALLY, NORTH BAY AND SOUTH BAY TO SAN
3 FRANCISCO TRANSIT DECLINED MORE THAN TRANSIT TRAVEL FROM THE
4 EAST BAY. SO EAST BAY TO SAN FRANCISCO WAS SERVED OBSERVED TO
5 BE SLIGHTLY MORE RESILIENT TAN EIGHT MARKET. TRANSIT MARK.
6 GEOGRAPHIC ANALYSIS PLANTS PRESIDENT TRUMP TO THIS
7 PRESENTATION. FOLLOW-UP TO PRESENTATION AMOUNT LOSING WITH THE
8 DEVELOPMENT OF PUBLIC PHASING DASHBOARDS. TALK MORE ABOUT THEM
9 AT THE END OF THIS PRESENTATION. (GEOGRAPHIC ANALYSIS PLANS
10 FORM IN THIS PRESENTATION, JR. NOW, WE'RE GETTING INTO THE
11 KEY FINDS FROM THE ONE-YEAR POST-COVID DATA. KEY FINDINGS --
12 IN GENERAL, THE TRANSIT RIDING PUBLIC IS LESS WHITE AND ASIAN.
13 MORE BLACK AND HISPANIC THAN THE BAY AREA POPULATION. FOR
14 REFERENCE, WHITE INDIVIDUALS MAKE UP ABOUT 34% OF THE REGIONAL
15 POPULATION. AND TRANSIT RIDERS ALSO SKEWS LOWER INCOME AND ARE
16 ABOUT FOUR TIMES MORE LIKELY TO BE IN POVERTY THAN THE GENERAL
17 POPULATION. IN TERM OF INCOME REFERENCE, THE MEDIAN HOUSEHOLD
18 INCOME IN BAY AREA IS BETWEEN 110 AND \$120,000. IF YOU WERE TO
19 HAVE A REPRESENTATIVE RIDERSHIP, RELATIVE TO THE GENERAL
20 POPULATION, YOU WOULD EXPECT THE TOP TWO INCOME CATEGORIES TO
21 COMPRISE AT LEAST 50%. BUT THEY DON'T. BECAUSE THE RIDER
22 DEMOGRAPHIC DEMOGRAPH DCCA SKEW LOWER I AM INCOME. RIDER
23 DEMOGRAPHIC) TWO STATISTICS RIGHT-HAND SIDE, IN THE SURVEY, WE
24 ASKED QUESTION DID YOU HAVE ACCESS TO A HOUSEHOLD VEHICLE TORE
25 THIS TRIP? -- FOR THIS TRIP? OVERALL, 65% OF PEOPLE



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1 INDEPENDENT KAYEED NOT HAVING A VEHICLE AVAILABLE AS AN
2 ALTERNATIVE. WE ALSO ASKED A DISABILITY QUESTION. AND ABOUT 8%
3 OF RIDERS SELF-IDENTIFY AS HAVING A TRANSPORTATION LIMITING
4 DISABILITY. NEXT SLIDE WILL PROVIDE SOME MORE DETAILS ABOUT
5 THESE STATISTICS. WE LOOK AT TRANSIT MODES BY RACE, AND
6 ETHNICITY AND INCOME. LOCAL BUS IS AT LEAST WHITE. AND FERRY
7 IS WHITEST MODE. TRANS-BAY BUS SOMEWHAT SIMILAR TO RAIL IN
8 TERMS OF THEM RACE AND ETHNICITY COMPOSITION. TRANS-BAY BUSSESS
9 I WILL RAND FERRY HAVE HIGHEST SHARE OF HIGH INCOME RIDERS
10 WITH FERRY HAVING THE HIGHEST. NOTE BRINGABLY 57% OF FERRY
11 RIDERS ARE IN THE HIGHEST INCOME CATEGORY. NOTABLY THAT IS
12 150K OR GREATER IN OUR DEFINITION. JUST REMINDER, THAT THESE
13 SUMMARIES DON'T INCLUDE GOLDEN GATE AND JUST WETTER. IF THEY
14 DID INCLUDE GOLDEN GET, WE MIGHT EXPECT FURTHERED SKEWED IN
15 TERMS OF INCOME. SNAPSHOT SURVEY, WE HAVE LIMITED REAL ESTATE.
16 SO NORMALLY ONGOING TRANSIT PASSENGER, SURVEY, WE ASKED
17 SEPARATE QUESTION ABOUT THE ORIGIN AND DESTINATION TRIP
18 PURPOSES. BUT IN THIS SNAPSHOT, WE COMPRISED SINGLE QUESTION.
19 IF PEOPLE ARE GOING HOME, WE ASK WHERE THEY WERE TRAIL
20 TRAVELING FROM. -- TRAVELING FROM. WORK AS ATRIP END, A TRIP
21 WIND ACCOUNTS FOR ABOUT HALF OF ALL TRANSIT TRIPS IN THE BAY
22 AREA. THIS IS DOWN FROM ABOUT 60% PRE-COVID. OTHER PURPOSES
23 NOW ACCOUNT FOR LARGER SHARE THAN IN THE PAST. THAT HAS BEEN A
24 SIGNIFICANT DECLINE IN WORKPLACE COMMUTING AS YOU ALA AWARE.
25 BUT IT'S ALSO SOMETHING THAT MAY BE CHANGING IN REAL TIME AS



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1 MORE EMPLOYERS INCREASE THE IN PERSON REQUIREMENTS. THAT COULD
2 ALL GO WILD WITH MORE TRANSIT WIDER RIDING. SCHOOL REMAINS A
3 LARGE SHARE OF THE TRANSIT TRAVEL MARKET. (COULD GO WELL)
4 OVERALL, WORK AND SCHOOL LESS DISCRETIONARY TRAVEL PURPOSES.
5 STILL COMPRISE A LARGE SHARE OF TRANSIT TRAVEL POST-PANDEMIC.
6 WE ASKED RIDER ABOUT THE FREQUENCY OF TRANSIT USE. AND 3/OF
7 RIDERS USE TRANSIT FIVE OR MORE DAYS A WEEK -- 3/5) MANY
8 OPERATESSERS HAVE HIGH SHARE OF DAILY COMMUTERS WHICH SEND
9 TRENDS APPEARING TO MAINTAIN HIGHEST SHARE. OVER 70%. SAN
10 FRANCISCO BAY FERRY PASSENGERS RIDE LESS FREQUENTLY. ONLY 32%
11 ARE IN THE FIVE OR MORE DAY CATEGORY. FIVE OR MORE DAYS. ALSO
12 FOLLOW UP WITH THE QUESTION IN THE SURVEY. DO YOU PLAN TO USE
13 PUBLIC TRANSIT MORE OR LESS IN THE NEXT YEAR OR SO? AND
14 OPTIMISTIC 9 OUT OF TEN RIGHTERS EXPECT TO RIDE THE SAME OR
15 MORE IN THE COMING YEAR RIDERS -- THIS SLIDE SHOWS AUTO
16 AVAILABILITY BY INCOME LEVEL AND TRANSIT MODE. EACH CASE, THE
17 RESULTS ARE FOR PEOPLE INDICATING NO. THEY DIDN'T HAVE A CAR
18 AVAILABLE TO REPLACE TRIP ON TRANSIT. WE REFER TO THESE FOLKS
19 AS THE TRANSIT RELIANCE POPULATION. OVERALL, ABOUT 2/3 OF
20 PEOPLE DID NOT HAVE A CAR AVAILABLE WHEN THEY MADE THE TRANSIT
21 TRIP. THIS INCLUDES MANY HIGH INCOME PEOPLE. WITH SOME
22 CONCENTRATION OF THOSE IN SAN FRANCISCO. THERE IS A LOT OF
23 AUTO AVAILABILITY VARIATION ACROSS TRANSIT MODE TO. WITH LOCAL
24 BUS HAVING HIGHEST SHARE OF TRANSIT RIDER WITH VEHICLE.
25 (WITHOUT VEHICLE ACCESS AND FERRY HAVING THE LOWEST SHARE OF



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1 THIS DEMOGRAPHIC. WE ALSO ASKED A DISABILITY QUESTION. MANY
2 TYPES OF DISABILITY. FIVE OR SIX OF WHICH ARE TRACKED BY THE
3 AMERICAN COMMUNITY SURVEY. INTERSECT DIFFERENTLY WITH
4 TRANSPORTATION BEHAVIOR. IN THE SURVEY, WE ASKED SPECIFIC
5 QUESTION. DO YOU HAVE A DISABILITY THAT LIMITS YOUR ABILITY TO
6 TRAVEL? ABOUT 8% OF RIDERS INDICATED YES. AND THIS SLIDE SHOWS
7 MIDDLE AND TIME-MODEL TIME EVERY DAY DIFFERENCES. CHARMAINEER
8 SHARE OF FOLKS WITH TRANSPORTATION RENTAL AGREEMENT THE
9 DISABILITY. -- RELATED DISABILITY. FAIR AMOUNT OF DATA
10 VARIATION, DURING THE MIDDAY, TIME PERIOD, SHARE OF DISABLED
11 RIDER IS GREATER. AND ALSO JUST TO NOTE HERE, THAT NOT LOCAL
12 BUS ON THE SLIDE, IS DEFINED EXPRESS BUS, RAIL AND FERRY
13 PARATRANSIT WAS NOT SURVEYED. WE ASKED PASSENGERS HOW SAFE
14 THEY FEEL WITH USING TRANSIT IN THE BAY AREA. WE USED FIVE
15 POINT SCALE. WITH FIVE BEING THE BEST. -- SAFEST. IMPORTANT TO
16 NOTE FOR THIS SLIDE, THAT WE ASKED PEOPLE THE GENERAL
17 IMPRESSION OF BAY AREA WIDE TRANSIT SAFETY. SO IT'S HARD TO
18 KNOW SPECIFICALLY IF RESPONDENTS WERE THINKING SPECIFICALLY
19 ABOUT THE CURRENT TRANSIT OPERATOR OR THE SYSTEM AS A WHOLE.
20 THE RESPONSE MAY ALSO VARY BASED ON INDIVIDUAL TRAVEL PATTERNS
21 SUCH AS HOW MANY MODES ARE OPERATORS THEY REGULARLY USE.
22 FUTURE SURVEY REFINEMENT MIGHT BE TO ASK ABOUT OPERATORS THEY
23 WERE SURVEYED ON. AND AGGREGATE THE DATA FOR REGION SUMMARIES.
24 BUT OVERALL, ABOUT HALF OF PASSENGERS, 56%, FEEL SAFE OR VERY
25 SAFE. AND ABOUT 1 IN 10 FEELS YOU UNSAFE OR VERY UNSAFE. WITH



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1 THE CAVEAT WE ASKED ABOUT REGIONAL SAFETY SURVEY PERCEPTION ON
2 TRANSIT. IN THE CHART ON THE RIGHT, WE DO SEE SOME SLIGHT
3 DIFFERENCES AS REPORTED BY THE MODE THEY WERE RIDING. WHEN
4 COMPLETING THE SURVEY. IT'S WORTH NOTING THAT WEIGHTED AVERAGE
5 BASES ON RIDERSHIP. AND THE OVERALL SCORES IMPACTED BY THE
6 HIGH RAIL AND LOCAL BUS RIDERSHIP IN THE BAY AREA. THAT'S ALSO
7 SOME GEOGRAPHIC VARIATIONS. WE OBSERVED LIKE NORTH BAY RIDERS,
8 SUCH AS THOSE ON SMART AND NORTH BAY BUS REPORTED HIGHER
9 PERCEPTION OF SAFETY. NEXT SLIDE, PLEASE. THIS IS MY SECOND TO
10 LAST SLIDE. WE ASKED PASSENGER ABOUT THE DESIRED IMPROVEMENTS.
11 IN A SURVEY WE SHOW THEM A LIST OF POTENTIAL IMPROVEMENTS AND
12 ASKED THEM TO PICK THE TOP O TWO. IT SIMPLY ASK WHETHER THEY
13 WANT TAKE MITT RICK TO IMPROVE MOIST PEOPLE WOULD JUST SAY YES
14 TO EVERYTHING. MOST PEOPLE. WE WANTED SOME SENSE OF PRIORITY.
15 FROM THE SURVEY. WANT TO TAKAI TAKE METRIC) LISTED IN ORDER BY
16 TOP RATED TO LOWEST RATED EMERGENCY THE CHOICE SET. AMONG THE
17 CHOICE SET. SAFETY WAS AS SEPARATE QUESTION. ASKED AS SEPARATE
18 QUESTION AS DISCUSSED IN PREVIOUS SLIDE. WE KNOW THAT OTHER
19 BAY AREA TRANSIT POLLS RANKED IMPROVING SAFETY VERY HIGHLY
20 AMONG OTHER OPTIONS. SERVICE FREQUENCY WAS MOST PRIORITIZED.
21 ESPECIALLY AMONG HIGH USE RIDERS. AND SOME OTHER OBSERVATIONS
22 EXPANDING SERVICE HOUR IS IMPORTANT FOR NORTH BAY TRANSIT AND
23 FOR BAY AREA RIDERS. SF BAY AREA RIDERS. BART AND MUNI RIDERS
24 RATED CLEANER STATIONS AND VEHICLES AS BEING VERY IMPORTANT
25 WITH BART'S RIDER AVERAGING THIS EVEN HIGHER. RANKING THIS



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1 EVEN HIGHER. OTHER POLLING SOURCES FIND THAT EXPANDING THE
2 TRANSIT NETWORK IS IMPORTANT. BUT LOWER PRIORITY RANKED
3 AGAINST OTHER IMPROVEMENTS. EXAMPLE EXPANDING REACH OR
4 INEXTENT OF TRANSIT SYSTEM WAS LOWER PRIORITY FOR OTHER RIDERS
5 ALL HOE IT'S MORE IMPORTANT FOR P INFREQUENT RIDERS. ALTHOUGH
6 IT'S MORE IMPORTANT. IMPORTANT TO REMEMBER THAT THIS SURVEY
7 ONLY ENGAGES TRANSIT RIDERS AND THEREFORE, THESE DESIRED
8 IMPROVEMENTS DON'T NECESSARILY REFLECT WISHES OF THEM
9 NONRIDERS. IN OTHER WORDS, DOESN'T NECESSARILY REFLECT THE
10 REASONS FOR THE TRIP IS NOT TAKEN. TRIP IS NOT TAKEN. SO IN
11 TERMS OF NEXT STEPS, WE'LL BE WORKING ON SUMMARIZING
12 ADDITIONAL COMPARISONS WITH P PRE AND POST PANDEMIC DATA AND
13 PRODUCING ONLINE INTERACTIVE DASHBOARD FOR PEOPLE TO DO THEIR
14 OWN DATA EXPLORATION. AND TARGETING A RELEASE IN SOME SUMMER
15 OFFER OR FALL THIS YEAR. SUMMER OR FALL THIS YEAR. WE ARE ALSO
16 CONTINUING OUR ONGOING TRANSIT PASSENGER DATA COLLECTION
17 EFFORTS. TH PAST YEAR, WE COMPLETED CAL TRAIN, BART AND BTA
18 DETAILS SURVEYS. AND HAVE STARTED PLANNING, FOR AC TRANSIT
19 FALL SURVEY. EMERGENCY SOME OTHER OPERATORS. SCHEDULE -- AMONG
20 SOME OTHER RATERS. SCHEDULE WORK OPERATORS AVAILABLE ON THE
21 LINKED WEBSITE ON SLIDE. (OPERATEDDERS) ADDITIONALLY, WORKING
22 WITH RNM SECTION. ON VOLCANO WAITING POTENTIAL -- VALUATING
23 POTENTIALLY ADDITIONAL DATA COLLECTION FOCUSING ON TRACK
24 PEOPLE ATTITUDE AND SENTIMENTS ABOUT TRANSIT OVER TIME. THIS
25 IS A DEPAER IT YOU ARE FROM THE ONGOING SURVEY WORK IN WHICH



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1 WE FOCUS ON REVIEWED BEHAVIOR. (DEPARTURE -- WHERE DID YOU GO,
2 HOW DID YOU PAY YOUR FARE? THIS WORK WITH OUR RNM LILIHA FOCUS
3 MORE ON CUSTOMERS SATISFACTION AND RIDER EXPERIENCE. WILL
4 FOCUS MORE) AND FINAL POINT. MUCH OF THIS WORK, DESCRIBED
5 TODAY HAS BEEN LED BY MYCOLOG SMIM O. N ISRAEL. I WANT TO
6 ACKNOWLEDGE HITS SIGNIFICANT CONTRIBUTION. AM I COLLEAGUE.
7 SHIMON HE IS HERE IN THIS ROOM TODAY SITTING ON MY LEFT AND
8 TOGETHER, WE WILL BE HAPPY TO ANSWER ANY QUESTIONS YOU MAY
9 HAVE. THANK YOU.

10

11 >>CHAIR, ADINA LEVIN: THANK YOU VERY MUCH. FOR THIS
12 PRESENTATION. I THINK THAT WE MAY EITHER BE LOSING OR ABOUT TO
13 LOSE A QUORUM. SO I AM WONDERING IF P STAFF CAN HELP US IF
14 PEOPLE HAVE QUESTIONS TO SEND IN PARENTAL RIGHT WRITING. IF
15 STAFF CAN RESPOND THE QUESTIONS AND RESPOND TO THE GROUP AS A
16 WHOLE. SEND IN IN WRITING, PLANNING DIRECTOR. YES FOLLOW-UP
17 QUESTIONS WE CAN TAKE THOSE BUY EMAIL.

18

19 CHAIR, ADINA LEVIN: OKAY. IN WHAT TIME FRAME MIGHT BE THE DATA
20 SLICED BY AGENCY AND/OR COUNTY? FLAVIA TSANG LOOKING AT
21 SUMMERRER FALL THIS YEAR.

22

23 CHAIR, ADINA LEVIN: ANYONE HAVE A URGENT QUESTION THAT THEY
24 WANT TO ASK WHILE STILL HERE. EMILY LOPER?

25



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1 **EMILY LOPER:** THANK YOU SO MUCH. I THINK THIS IS REALLY
2 IMPORTANT WORK. REALLY IMPORTANT FOR US TO UNDERSTAND HOW AND
3 WHY AND WHERE PEOPLE ARE MOVING. WE CAN DESIGN OUR TRANSIT
4 SYSTEMS TO MEET THOSE NEEDS. ONE QUESTION I THIS IS WHY YOU
5 SAID THAT TOOK ABOUT 7 YEARS TO COMPLETE LIKE A FULL DATA SET
6 AND THAT YOU DOING IN PERSON SURVEYING AND COLLECTING WITH
7 PAPER. SURVEY COLLECTION. WHY WAS THAT COLLECTION MODE CHOSEN
8 AND IS THERE ANY OPPORTUNITY TO MOVE TOWARDS USING PHONES AND
9 HAVING MORALE MORE REAL TIME INFORMATION GATHERED? AND MORE
10 FREQUENTLY?

11

12 **FLAVIA TSANG:** RIGHT. ONGOING TRANSIT PASSENGER SURVEY THAT
13 TAKES FIVE TO SEVEN YEARS TO COMPLETE, IS BECAUSE THAT VERY
14 DETAILED SURVEY AND IT'S SAMPLED VERY HIGH SAMPLE RATE. AND WE
15 WANTED, WE NEEDED THE DATA TO BE REPRESENTATIVE AT ROUND LEVEL
16 IN ORDER TO FULFILL TITLE VI REQUIREMENTS. SO ALLOW THE
17 CONSTRAINT. REQUIRES A LOT OF FIRST BUDGET. SECOND PROJECT
18 MANAGEMENT OVERSIGHT. AND ALSO, CONSULTANT RESOURCE TOO. SO
19 MANY QUALIFIED INTERVIEWER THAT CAN GO OUT THERE TO HELP US
20 COLLECT THAT DATA. A LOT OF CONSTRAINTS. AS A RESULT, IN THE
21 PAST. TAKES CYCLE OF FIVE, APPEARED OF FIVE TO SEVEN YEARS TO
22 SURVEY ALL 27 OPERATORS.

23

24 **EMILY WANTS TO ADD.**

25



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1 >>V. **CHAIR, WARREN CUSHMAN:** SHIM P.O. REGION PLANNING PROGRAM.
2 NAME PLACARD IS NOT UP. SHIMON GIVE YOU SENSE OF SCALE, SO THE
3 NAP SHOTS ONE YEAR SURVEY COLLECT 16 AND-AND-A-HALF THOUSAND
4 SURVEYS BY PAPER. SNAPSHOT) POINT OF COMPARISON. THAT'S FOR
5 THE ENTIRE REGION. BART ON ITS OWN FOR ITS FIVE TO SEN YEAR
6 ONGOING EFFORT, COLLECTS OVER 40,000. SCALE AND EFFORT.
7 ADDITIONALLY RE ASKED VERY DETAILED DETAIL TAILED QUESTIONS
8 ABOUT TRIP, PATH. DON'T UNDERSTAND WHAT ONE WAY TRIP INCLUDES.
9 GOING FROM ORIGIN TO BOARDING LOCATION, TO LIGHTING LOCATION
10 TO DESTINATION. HELPS TO HAVE AN INTERVIEWER TO ACTUALLY TALK
11 THROUGH THAT TO GET A CORRECT TRIM PATH. (DETAILED QUESTIONS).

12

13 **EMILY LOPER:** I'LL FOLLOW UP WITH EMAIL.

14

15 **CHAIR, ADINA LEVIN:** WIND UP AM MULTIPLE QUESTIONS WITH EMAIL.
16 STAFF WILLING TO COME BACK SUBSEQUENT MEETING TO SPEAK TO THE
17 QUESTIONS THAT PEOPLE WILL SEND YOU BY EMAIL? HILLARY?

18

19 **COUNCIL CLERK, BRITTNY J. SUTHERLAND:** ACTUALLY ONE QUESTION TO
20 HAVE. WHEN I LOOK AT YOUR CHART, .

21

22 **HILLARY .**

23

24 >>**HILLARY BROWN:** BROWN COMES TO PEOPLE RACES AND VARIETY OF
25 MODES IN THE BAY AREA. ONE THING CONCERN ABOUT BART RUSH TIME,



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1 MAY BE DANGEROUS, PEOPLE WITH DISABILITIES THEY HAVE TO TRAVEL
2 DURING RUSH TIME. BECAUSE MY EXPERIENCE, I HAD ACCIDENT INSIDE
3 BART BECAUSE THERE WAS NO PLACE FOR THEM SIT. WHEN I HAD AN
4 ACCIDENT. SOMEONE CARED ME UP AND HAND HAD A MEETING HALL SAT
5 DOWN. THAT COULD BE A CHILDRENMENT ON RUSH TIME. FOR PEOPLE
6 WITH DAYBELL DISABLED. I DID LIKE THE PRESENTATION BECAUSE OF
7 RACES AND DIFFERENT MODES BAY AREA. -- SOMEONE CARED ME UP.
8 A.SO GOLDEN TRANSIT WAS NOT INCLUDED IN HAVE A, CORRECT?
9 SURVEY. AND THEREFORE, SINCE GOLDEN GATE TRANSIT IS THE ONLY
10 OPERATOR FROM THE NORTH BAY, THAT GOES TO SAN FRANCISCO, YOU
11 ACTUALLY DON'T KNOW WHETHER THE TRIPS TO SAN FRANCISCO FROM
12 THE NORTH BAY HAS GONE UP OR DOWN. ALTHOUGH I IMAGINE THEY'VE
13 GONE DOWN. -- WENDI KALLINS LOGICALLY SPEAKING. DON'T ARE ANY
14 DATA ON THAT.

15

16 **FLAVIA TSANG:** GOLDEN GATE TRANSIT CONDUCTED ON BOARD SURVEY.
17 PLAN TO THROW THAT IN.

18

19 **WENDI KALLINS:** GOOD TO KNOW. KA.

20

21 **FLAVIA TSANG:** IN THE RESULT REPRESENTED TODAY BUT WE HAVE
22 PLANS TO THROW HAD A IN.

23

24 **WENDI KALLINS:** OKAY. MY COMMENTS STANDS. WE ACTUALLY DON'T
25 HAVE THAT INFORMATION.



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1

2 SORRY POLL JUST. SHIMON ANALYSIS OR THE GEOEDGHILL PRE AND
3 POST PANDEMIC DIFFERENCE. DID I IN GOLDEN GAIT. QUESTIONS FOR
4 FOR EXAMPLE, SURVEYS WERE ASKEDSLIGHTLY DIFFERENT. DIDN'T HAVE
5 DRABBLE DATA FOR THE GEOGRAPHIC PIECE WITH DID. COMPARABLE
6 DATA.

7

8 >>WENDI KALLINS: GOOD TO KNOW. I ASSUME SO THE SOME POINT SEE
9 COMPARISON BECAUSE WE DON'T HAVE THAT RIGHT NOW. THEN ONLY
10 OTHER COMMENT I HAVE, THIS DOESN'T REQUIRE RESPONSE, BUT I
11 FIND IT INTERESTING. THAT YOU KNOW, FREQUENCY, SEEMS TO BE THE
12 HIGHEST DESIRE AND YET, EASY TRANSFERS IS NOT. O MIGHT WANT TO
13 DO ANALYSIS. FREQUENCY TIED INTO TRANSFERS. SEEMS TO BE LITTLE
14 DISCONNECT THERE. MAYBE THEY WANT THE BUSSES TO TO COME MORE
15 OFTEN AND NOT ABOUT TRANSFERRING TO THE NEXT BUS OR THE NEXT
16 TRAIN.

17

18

19

20 >>BOB ALLEN: THANK THE STAFF. LOVE TO SEE DATA ON SAFETY. AND
21 PERCEPTIONS CRIME REALLY COMPLICATED TOPIC I DON'T THINK WE
22 SHOULD BRUSH AWAY PEOPLE'S PERCEPTION. --

23

24 CARINA LIEU: LISTEN IT IS A LOT OF MTC COMMISSION MEETINGS A
25 HEAR A LOT OF STATEMENT IT'S HOW PEOPLE FEEL WILL CRIME. IT'S



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1 NOT INJURE JILL BIDEN DO POLITICIAN. OUR JOBS BUT THIS IS
2 REILLY USEFUL TO HEAR FROM GOOD SAMPLE HIGH QUALITY SAMPLE.
3 PASSENGERS. (NOT INJURE JOB TO DO POLITICIAN) STAFF ADVOCATE
4 AND OTHER RESIDENTS WHO RIDE TRANSIT TO PUSH BACK A LITTLE BIT
5 ON THE NARRATIVE. SORRY MAKE THIS EDITORIAL COMMENT. FEELS
6 LIKE IT TO BECOMES IT SELF-PERPETUATING. TAKE THE CONCERNS
7 SERIOUSLY. NOT SAYING THAT. BUT IT'S GOOD TO HAVE THIS HIGH
8 QUALITY DATA AND TO SEE WHAT PEOPLE'S CONCERNS ARE AND
9 RELATIVE CONCERNS TO THOSE CONCERNS ABOUT SAFETY RELATIVE TO
10 THE AMOUNT OF TIME AND WAY THEY'RE DISCUSSED. I APPRECIATE ALL
11 THE WORK ON THIS. THANK YOU.

12

13 **CHAIR, ADINA LEVIN:** THANKS SOME OF QUESTIONS I WILL ASK IN
14 WRITING. ARE ABOUT THE RELATIONSHIP BETWEEN THE SURVEY AND
15 WHAT THE AGENCIES DO. ANY FINAL COMMENTS OR QUESTIONS THAT WE
16 MAY NEED TO GET THE ANSWERS TO OFF LINE? SEBASTIAN.

17

18 **SEBASTIAN PETTY:** THANKS FOR DOING THIS. TO THE POINT THAT
19 MELANIE CHOY MADOFF PRIOR ITEM OF THEM EXTREMELY USEFUL TO SEE
20 A REGIONAL PICTURE OF TRANSIT RIDERS. MADE ON THE PRIOR ITEM -
21 - CHAIR ADINA LEVIN ASKED ABOUT BREAK DOWN BY AGENCIER WOULD
22 JUST, COLONEL STAFF, PUTTING THIS IN ENCOURAGE STAFF.

23

24 **16,000 SURVEYS SEA INCREDIBLE LIFT AND TON OF WORK MY GUESS**
25 **IS ACTUALLY HAVE TO FEW CROSS TABS BEFORE YOU HIT THE BOTTOM**



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1 REASONABLY INFER FROM SOME OF THIS. MIGHT BE GOOD TO HAVE A
2 COUPLE SLIDES THAT JUST SPEAK TO A LITTLE BIT OF THE DISTRUCKS
3 TRICKS OF SURVEYS BY OPERATOR. (DISTRIBUTION. BROAD GEOGRAPHY
4 SO PEOPLE UNDERSTAND DEFINITELY GETTING VALID PICTURE OF THE
5 REGION. BUT IF YOU'RE TRYING TO UNDERSTAND WHO WAS
6 TRANSFERRING OFFICER, BO EARNED OVER 150K, IN THE PMP, YOU
7 MIGHT BE A LITTLE OUT ON A LIMB. WHO WAS TRANSFERRING OFF) --

8

9 >>C L1 HAIR L0 D L1 OS L0 S L1 ANTOS L0 T L1 AM L0: CHAIR, IF
10 I MAY. JUSTIN WANT TO REMIND US THAT WE LOST QUORUM. SO HE
11 WENT WHAT STAY AWAY AWAY FROM ASKING CLAIRE IF IS QUESTIONS.
12 JUSTIN COMMENTS UNTIL WE ARE ABLE TO A ESTABLISH A QUORUM IF
13 HE NEXT MEETING. --

14

15 **COUNCIL CLERK, BRITTNY J. SUTHERLAND:**

16

17 **CHAIR, ADINA LEVIN:** YES. COMMENTS, AND LIKE OR QUESTIONS THAT
18 YOU WOULD LIKE STAFF TO ANSWER OFF LINE. PLEASE SUBMIT THEM IN
19 WRITING BETTER THAT STAFF CAN UNDERSTAND THEM AND REPLY.
20 UPCOMING MEETING. COMMENTS OR QUESTIONS THAT STAFF WOULD
21 ANSWER OFF LINE BUT NOT TODAY IN THE ROOM.

22

23 **GERRY GLASER:** I CAN LIVE WITH THAT ONE COMMENT SLIDE NUMBER.
24 HELPFUL TO HAVE THE DISTRIBUTIONS -- NUMBER 8) POPULATION IN
25 THE BAY AREA ON THE SAME SLIDE. BECAUSE KEPT LOOKING FOR THAT.



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1 BY INCOME AND THEN BY VARIOUS CATEGORIES. AND THE ONLY OTHER
2 NOT A QUESTION SO MUCH AS A STATEMENT, THIS WAS SURVEY OF
3 RIDERS. I'M REALLY INTERESTED IN US HAVING A SURVEY OF
4 NONRIDERS FOR MANY OF THESE QUESTIONS THAT COULD BE ASKED OF
5 THEM. SO WE CAN FIGURE OUT WHAT DO WE NEED TO DO IN ORDER TO
6 MAKE THEM RIDERS.

7

8 **CHAIR, ADINA LEVIN:** GREAT. THANKS. COMMENTS OR QUESTIONS THAT
9 WE ANSWERED OFFLINE.

10

11 **I THINK I CAN BRING THESE AS COMMENTS. I THINK FIRST OF ALL,**
12 **GREAT WORK REALLY GREAT TO SEE THIS BROKEN DOWN.**

13

14 **>>DYLAN FABRIS:** INTO THE WHOLE REGION. AND SEE IT ALL PLAYED
15 OUT LIKE THIS. I THINK PLAYED OUT LIKE THIS -- LAYED OUT) ONE
16 QUESTION THAT I HAD DOESN'T NEED TO BE ADDRESSED NOW, IS HOW
17 EXACTLY THE ROOTS WERE CHOSEN WHETHER THOSE CAN BE
18 LISTED ONLINE. RYAN ROUTH WERE CHOSEN) VERY LOOKED ONLINE.
19 DIDN'T SEE IT. MAYBE A NEED IT DIVE IN A LITTLE DEEPER TO SEE
20 IF THAT INFORMATION IS ON THERE. (ROUTES WERE CHOSEN) OTHER
21 COMMENT. YOU I THINK IT'S REALLY IMPORTANT FOR THE LONGER
22 SURVEY. MENTIONED IN THE PAST, THOSE DID NOT INCLUDE WEEKEND
23 SURVEYS. THAT IS NEW FOR THESE SNAPSHOTS INCLUDING WEEKEND I
24 THINK THAT'S GREAT. AND I THINK WOULD BE GREAT TO HAVE THAT AS
25 PART OF THE LARGER SURVEYS GOING FORWARD AS WE. GIVEN THE --



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1 AS WELL GIVEN CHANGE IN TRAVEL PATTERNS THAT WE'VE SEEN PRE
2 AND POST PANDEMIC. OVER THE WEEKEND. FINALLY, I NOTICED ONLINE
3 ALSO, THAT ANYBODY WHO LOOKED UNDER AGE 13 WAS INTENTIONALLY
4 NOT SURVEYED. I DON'T REALLY KNOW HOW TO GET AROUND THAT
5 PROBLEM. I'M SURE THERE ARE LIKE CONCERNS WITH INTERVIEWING
6 CHILDREN. BUT JUST STRIKES ME THAT SOME OF THE INFORMATION
7 ABOUT SCHOOL RELATED TRIPS, MIGHT NOT BE FULLY REPRESENTED IN
8 THAT BREAKDOWN. SO I THINK SOME CHARITY WHEN PRESENTING THESE
9 FINDINGS ABOUT THAT WOULD BE REALLY HAPPYFUL. CLARITY).

10

11 **CHAIR, ADINA LEVIN:** THANKS VERY MUCH. TO STAFF, FOR PRESENTING
12 THIS TOPIC. AND THEN FOR COMING BACK TO TAKE THE QUESTIONS OF
13 PEOPLE SEND OFF LINE. I THINK THAT WE ARE AT AN END WITH THE
14 ABILITY TO PARTICIPATE. AT THIS TIME. SO WE WOULD LIKE TO,
15 WERE THERE ANY ITEMS THAT WERE SENT IN WRITING THAT WE SHOULD
16 TAKE A LACK AT IN OUR PACT? LOOK AT IN OUR PACT PACKET.

17

18 **COUNCIL CLERK, BRITNY J. SUTHERLAND:** RECEIVED NOTHING IN THE
19 WRITING. NO ONE IN THE BOARDROOM OR ZOOM SPACE WISHING TO
20 PROVIDE COMMENT? THANK YOU VERY MUCH WHERE WILL RESUME FLEXION
21 REGULAR LA IF I SCHEDULED MEETING. NEXT REGULARLY SCHEDULED
22 MEETING AND LOOKING FORWARD TO THE ANSWERS TO THE QUESTIONS AT
23 THAT TIME. GOOD GOOD AFTERNOON.

24



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