



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Minutes - Final

Regional Network Management Customer Advisory Group

Adina Levin, Chair
Warren Cushman, Vice Chair

Tuesday, March 25, 2025

1:00 PM

Board Room - 1st Floor

The RNM Customer Advisory Group is scheduled to meet at 1:00 p.m.

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building. The meeting webcast will be available at <https://mtc.ca.gov/whats-happening/meetings/live-webcasts>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial *9. When called upon, unmute yourself or dial *6. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/89778258531>

iPhone One-Tap: US: +16694449171,,89778258531# US
+14086380968,,89778258531# US (San Jose)

Join by Telephone (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 897 7825 8531

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<https://bayareametro.zoom.us/j/89778258531>

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the business day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. All comments received will be submitted into the record.

Clerk: Brittny J. Sutherland

Roster

Adina Levin, Chair and Warren Cushman, Vice Chair

**Bob Allen, Hillary Brown, Zack Deutsch Gross, Anne Olivia Eldred, Dylan Fabris, Gerry Glaser,
Dwayne Hankerson, Wendi Kallins, Charley Lavery, Carina Lieu, Emily Loper, Sebastian Petty,
Phillip Pierce, Abibat Rahman Davies, Terry Scott, and Brian Stanke**

1. Call to Order / Roll Call / Confirm Quorum

Member Allen arrived after the approval of the Consent Calendar.

Member Glaser invoked AB 2449.

Present: 11 - Chair Levin, Member Brown, Member Eldred, Member Fabris, Member Glaser,
Member Kallins, Member Lavery, Member Lieu, Member Loper, Member Petty, and
Member Scott

Excused: 1 - Member Pierce

Absent: 6 - Vice Chair Cushman, Member Allen, Member Deutsch-Gross, Member Hankerson,
Member Rahman-Davies, and Member Stanke

2. Compensation Announcement (Clerk)

3. Consent Calendar

**Upon the motion by Member Eldred and seconded by Member Scott, the
Consent Calendar was approved with one abstention. The motion carried by the
following vote:**

Aye: 11 - Chair Levin, Member Brown, Member Eldred, Member Fabris, Member Glaser,
Member Kallins, Member Lavery, Member Lieu, Member Loper, Member Petty and
Member Scott

Excused: 1 - Member Pierce

Absent: 6 - Vice Chair Cushman, Member Allen, Member Deutsch-Gross, Member Hankerson,
Member Rahman-Davies and Member Stanke

3a. [25-0356](#) Minutes of the January 28, 2025 Meeting

Attachments: [3a_01282025_RNM_CAG_Draft Minutes.pdf](#)

4. Approval / Information

4a. [25-0357](#) Clipper START Pilot Update

Update on the Clipper START Pilot and a proposal to transition the Pilot
into an ongoing fare program.

Action: Information

Presenter: Thalia Leng

Attachments: [4a 25-0357 1 ClipperSTART Update.pdf](#)
[4a 25-0357 2 ClipperSTART Update PPT.pdf](#)

4b. [25-0381](#) MTC Transit Passenger Snapshot Survey

Background on the MTC Transit Passenger Survey program and a summary of findings from the 2023-2034 MTC Transit Passenger Snapshot Survey.

Action: Information

Presenter: Flavia Tsang

Attachments: [4bi 25-0247 Summary Sheet Transit Passenger Snapshot Survey.pdf](#)
[4bii 25-0247 Presentation Transit Passenger Snapshot Survey.pdf](#)

4c. [25-0358](#) Regional Network Management (RNM) Performance Measures Update

Informational update on the two-year review of transit Regional Network Management program progress.

Action: Information

Presenter: Allison Quach

Attachments: [4c 25-0358 1 RNM Performance Measures Update.pdf](#)
[4c 25-0358 2 RNM Performance Measures Update.pdf](#)
[4c 25-0358 3 AttA RES-4564 approved.pdf](#)
[4c 25-0358 4 AttB RES-4648 approved.pdf](#)

Colin Thoma, DSLC, spoke on this item.

5. Public Comment / Other Business

6. Adjournment / Next Meeting

Chair Levin adjourned the meeting at 3:10p.m. The next meeting of the Regional Network Management Customer Advisory Group will be held at a time and location to be duly noticed.