

REGIONAL NETWORK MANAGEMENT COUNCIL 1 MONDAY, NOVEMBER 27TH, 2023, 11:30 AM 2 3 4 5 MELANIE CHOY: GOOD MORNING, EVERYONE. I'LL BE FACILITATING THE FIRST PART OF THE MEETING. I WOULD LIKE TO CALL THE MEETING TO 6 7 ORDER AND THIS MEETING IS BEING WEBCAST ON MTC'S WEB SITE. 8 MEMBERS OF THE PUBLIC PARTICIPATING BY ZOOM WISHING TO SPEAK 9 SHOULD USE THE RAISED HAND FEATURE OR DIAL STAR NINE AND I CLERK WILL CALL UPON THEM AT THE APPROPRIATE TIME. 10 TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR 11 DIGITS OF THEIR PHONE NUMBER. I'LL TURN IT OVER TO OUR CLERK 12 WALLY C TO CONDUCT ROLL CALL AND CONFIRM WHETHER A QUORUM IS 13 14 PRESENT? 15 16 CLERK OF THE BOARD: THANK YOU. MEMBER BOUCHARD? MEMBER 17 CHURCHILL? 18 **BILL CHURCHILL: HERE.** 19 20 CLERK, WALLY CHARLES: FREMIER? 21 22 23 **ANDREW FREMIER: HERE.** 24 SPEAKER: GONOT? HURSH? 25



1 2 MICHAEL HURSH: PRESENT. 3 CLERK, WALLY CHARLES: MURPHY? 4 5 SPEAKER: HERE. 6 7 8 SPEAKER: POWERS? 9 ROBERT POWERS, VICE CHAIR: HERE. 10 11 SPEAKER: TUMLIN? 12 13 JEFFREY TUMLIN: HERE. 14 15 16 CLERK, WALLY CHARLES: WE HAVE QUORUM. 17 MELANIE CHOY: THIS IS AN INFORMATION ITEM, AND I'LL TURN IT 18 19 OVER TO ANDY TO MAKE A FEW INTRODUCTORY REMARKS. 20 ANDREW FREMIER: THANK YOU. GOOD MORNING. ON BEHALF OF THE 21 22 METROPOLITAN TRANSPORTATION COMMISSION COMMISSION I WOULD LIKE 23 TO THANK YOU ALL FOR NOT ONLY STEPPING UP TO SERVE ON THIS BOARD BUT ALSO STEADFAST EFFORTS TO KEEP THE BAY AREA TRANSIT 24 OPERATING EVERY SINGLE DAY. IT'S NOT AN EXAGGERATION TO SAY 25

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THAT INCREASING TRANSIT'S ROLE IN THE LIVES OF THE BAY AREA 1 RESIDENTS, BUSINESSES AND VISITORS IS FOUNDATIONAL FOR 2 3 ACHIEVING OUR REGIONAL SUSTAINABILITY GOALS IN TERMS OF EQUITY, REDUCING CLIMATE CHANGE IMPACTS AND EXPANDING ECONOMIC 4 5 OPPORTUNITY FOR ALL. SO, BEFORE THIS INITIAL MEETING OF THE REGIONAL NETWORK MANAGEMENT COUNCIL GOES FORWARD I WOULD LIKE 6 TO PROVIDE CONTEXT FOR THE BODY'S WORK BY REFLECTING ON THE 7 8 THREE YEAR PATH THAT BRINGS US TO THIS MILESTONE MEETING. IN APRIL 2020 CONCERNED OVER SEVERAL YEARS OF TRANSIT DECLINE IN 9 10 THE BAY AREA, THE MTC COMMISSION APPOINTED THE BLUE RIBBON 11 TRANSIT RECOVERY TASK FORCE TO PROACTIVELY RESPOND AND WHAT BEGAN AS A REGIONAL FOCUS ON WANTING -- ON WANING TRANSIT USE 12 WAS MADE IMMEDIATELY MORE UNCERTAIN AND DEMANDING DUE 13 DISASTROUS CONSEQUENCES OF THE COVID PANDEMIC LASTING TO THIS 14 15 DAY AND MAKING THE SHARE OF OUR TENSION MORE IMPORTANT NOW. 16 AFTER 15 MEETINGS OVER 14 MONTHS THE BLUE RIBBON BODY DELIVERED ON A 27 POINT ACTION PLAN DEFINING STEPS TO 17 TRANSFORM THE REGION'S TRANSIT NETWORK INTO A UNIFIED 18 EOUITABLE, CUSTOMER FOCUSED SYSTEM ATTRACTING MANY NEW RIDERS. 19 THE MTC COMMISSION ENDORSED THE ACTION PLAN IN SEPTEMBER 2021 20 AND SOON THEREAFTER BEGAN A TEN MONTH EVALUATION TO IDENTIFY A 21 GOVERNANCE AND MANAGEMENT STRUCTURE FOR ACCOMPLISHING THE 22 ACTION PLAN'S DESIRED OUTCOMES. MANY OF YOU CONTRIBUTED TO 23 THAT WORK, AND OUR COMMISSION GREATLY APPRECIATES THE 24 CUMULATIVE KNOWLEDGE, THE TRANSIT AGENCIES, AND OTHER INDUSTRY 25

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STAKEHOLDERS SHARED AS PART OF THAT STUDY. THE RESULT IS A 1 REGIONAL PROGRAM MANAGED UNDER MTC'S ESTABLISHED AUTHORITIES, 2 3 BUT FULLY DEPENDENT ON COLLABORATION WITH THE TRANSIT AGENCIES AND INCLUSIVE STAKEHOLDER PARTICIPATION. SINCE FEBRUARY, THE 4 5 COMMISSION STAFF HAS WORKED CLOSELY WITH YOURS TO ASSEMBLE STARTING BLOCKS FOR THE REGIONAL NETWORK MANAGEMENT WORK. 6 MELANIE CHOY WAS SELECTED AS THE REGIONAL NETWORK MANAGEMENT 7 8 DIRECTOR. THE COMMITTEE BEGAN WORK IN JULY AND THE CUSTOMER ADVISORY GROUP HELD ITS FIRST MEETING LAST MONTH. TODAY'S 9 MEETING OF THE COUNCIL REPRESENTS THE LAST ORGANIZATIONAL 10 MILESTONE NEEDED TO PURSUE THE TRANSFORMATION MTC BEGAN WHEN 11 CONVENING OUR BLUE RIBBON TASK FORCE OVER YEARS AGO. FOR 12 TRANSFORMATION TO SUCCEED, WE MUST CONTINUE TO WORK WITH CORE 13 BELIEF IN PARTNERSHIP. WHILE MANY INDIVIDUAL AGENCIES REMAIN, 14 15 THE REGIONAL NETWORK MANAGEMENT STRUCTURE IS ORGANIZE TO 16 EXPEDITE ACTION ON CRITICAL ASPECTS OF TRANSIT CUSTOMERS ARE CALLING FOR. AFFORDABLE, CONVENIENT FARE PROGRAMS, RELIABLE 17 REALTIME CUSTOMER INFORMATION, EFFICIENT ACCESSIBLE TRANSIT 18 ROUTES, AND COORDINATED CONNECTIONS AND, OF COURSE, SUFFICIENT 19 FUNDING. ON THE LAST POINT WE KNOW THE LEGISLATORS AND PUBLIC 20 21 ALIKE WANT IMPROVEMENT IN OUR TRANSIT NETWORK BEFORE SUPPORTING ADDITIONAL PUBLIC FUNDING. SO, THE JOB FOR US IS 22 NOT EASY. I LOOK FORWARD TO JOINING YOU ALL TO DO THIS WORK OF 23 THE COUNCIL. IT'S WHERE THE GREATEST UNDERSTANDING OF OUR 24 TRANSIT NEEDS AND OPPORTUNITIES RESIDE. TO GET GOING I'LL GIVE 25



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IT BACK TO MELANIE TO MOVE ON THROUGH THE AGENDA. THANK YOU,

2 AND WELCOME. 3 MELANIE CHOY: THANKS ANDY. BEFORE WE MOVE TO THE NEXT ITEM, 4 5 WALLY WERE THERE ANY COMMENTS RECEIVED UNDER PUBLIC COMMENT ASSOCIATED WITH THIS ITEM? 6 7 8 CLERK, WALLY CHARLES: THERE ARE NO WRITTEN COMMENTS RECEIVED FOR THIS ITEM, AND NO MEMBERS IN THE BOARDROOM WITH PUBLIC 9 10 COMMENT AND IN THE ATTENDEE SPACE, NO MEMBERS WITH RAISED HANDS FOR PUBLIC COMMENT AT THIS TIME. 11 12 MELANIE CHOY: WE'LL MOVIE TO ITEM THREE ELECTION OF THE 13 COUNCIL CHAIR AND VICE CHAIR. THIS IS AN ACTION ITEM. TODAY 14 15 THE RNM COUNCIL WILL ELECT CHAIR AND VICE CHAIR FOR A TWO YEAR 16 TERM. THEREAFTER ELECTIONS ARE TO BE HELD BIANNUALLY FORKED ON NUMBER OF YEARS AS OUTLINED IN THE DRAFT CHARTER AS SCHEDULED 17 BY THE RNM COMMITTEE NEXT MONTH. WE'LL PROVIDE DETAILS ON THE 18 CHARTER IN AGENDA ITEM FOUR LATER IN TODAY'S PRESENTATION. 19 BEFORE I GET TO NOMINATIONS I WANT TO HIGHLIGHT IN MY ROLE AS 20 REGIONAL NETWORK MANAGER TO THIS BODY I INTEND TO WORK CLOSELY 21 WITH THE CHAIR AND VICE CHAIR DURING MEETINGS TO MAKE MEETINGS 22 EFFECTIVE AND UNDERSTANDABLE. I TAKE THIS RESPONSIBILITY OF 23 THIS POSITION TO HEART AND ALSO WILL WORK WITH ALL OF YOU, 24

25 OTHER TRANSIT AGENCIES AS PARTNERS BECAUSE THE CHALLENGES AND

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OPPORTUNITIES BEFORE US ARE SIGNIFICANT. AND REALLY WE CAN 1 ONLY ACCOMPLISH THIS IF WE FUNCTION AS A PART WITH A COMMON 2 3 MISSION. I ALSO CONSIDER THE RNM CUSTOMER ADVISORY GROUP'S DIVERSE INPUT A VALUABLE RESOURCE AND WILL SEEK WAYS FOR IDEAS 4 5 TO BE SHARED WITH YOU AND AS WELL WITH THE RNM COMMITTEE. WITH THAT I'M COMMITTED TO MAKING THE WORK AT THE COUNCIL AND THE 6 RNM POSSIBLE. I WANT TO CHECK COMMENTS FROM COMMISSION MEMBERS 7 8 BEFORE WE PROCEED WITH NOMINATION. SEEING NONE. I WOULD LIKE TO OPEN THE FLOOR FOR NOMINATIONS FOR CHAIR AND VICE CHAIR. 9 YOUR MOTION MAY BE FOR BOTH POSITIONS OR ONE. PLEASE RAISE 10 YOUR HAPPENED IF YOU WOULD LIKE TO NOMINATE AND I WILL CALL ON 11 YOU IN ORDERS WHICH HANDS ARE RAISED. ANDY FREMIER? 12

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ANDREW FREMIER: THANKS MELANIE. ONE OF THE BIGGEST CHALLENGES
WE HAVE AS A COUNCIL IS TO BE AS EFFICIENT AS WE AND I THINK
THE WORK WE DO IN THE CLIPPER EXECUTIVE BOARD ARENA AS WELL AS
UPCOMING WORK FOR THIS COUNCIL ARE MARRIED TOGETHER AND ONE
WAY FOR US TO BE EFFICIENT IS TO MAINTAIN THAT SAME
LEADERSHIP. I WOULD LIKE TO NOMINATE MR. POWERS AND MISS CHAN
FOR BOTH CHAIR AND VICE CHAIR RESPECTIVELY.

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MELANIE CHOY: ARE THERE ANY OTHER NOMINATIONS? SEEING NONE. DO
I HAVE A MOTION AND SECOND TO APPROVE AND CLOSE NOMINATIONS OF
BOB POWERS CHAIR, AND APRIL CHAN VICE CHAIR.



JEFFREY TUMLIN: SECOND, TUMLIN. 1 2 3 MELANIE CHOY: I MISSED THE FIRST. 4 5 CLERK, WALLY CHARLES: WHO WAS FIRST? 6 7 ANDREW FREMIER: ANDY FREMIER. 8 MELANIE CHOY: MOTION BY ANDY F, AND SECOND BY TUMLIN. 9 10 DISCUSSION OR COMMENTS FROM COMMISSION MEMBERS? SEEING NONE. WALLY, ANY PUBLIC COMMENT? 11 12 CLERK, WALLY CHARLES: NONE ONLINE AND NONE IN THE ROOM. HOLD 13 ON. ALETA DUPREE, ARE YOU READY TO SPEAK? 14 15 16 SPEAKER: THANK YOU. GOOD MORNING, CHAIR. ALETA DUPREE FOR THE RECORD, SHE AND SHE AND HER. THIS WAS EASY. YOU KNOW, WHEN YOU 17 HAVE AN ALLOW STAR PANEL, AND I DON'T FAVOR OR DISFAVOR ANY OF 18 YOU. AND I HAVE BEEN FORTUNATE TO HAVE MET ALMOST ALL OF YOU 19 ALONG THE WAY. AND I HAVE DEFINITELY MET BOB POWERS AND APRIL 20 21 CHAN, A NUMBER OF TIMES, INCLUDING ON A TRANSIT RIDE-ALONG IN APRIL OF THIS YEAR. I DID NOT GET TO COME TO THE TRANSIT RIDE-22 A-LONG IN SEPTEMBER, BECAUSE I WAS IN WASHINGTON, D.C. 23 [INDISCERNIBLE] BUT, CERTAINLY, MAKING THIS A MATCH FOR 24 CLIPPER EXECUTIVE BOARD, I THINK IS FEASIBLE. SO I'M GETTING 25

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MY FEET WET. [INDISCERNIBLE] OKAY. I'M GETTING MY FEET WET 1 WITH THIS TYPE OF WORK AND IT'S GOING TO BE COMPLICATED. I CAN 2 3 ONLY SHARE WITH YOU MY EXPERIENCES. BUT ANYWAY, I AM LOOKING FORWARD TO YOUR VOTE, AND THEN I WILL BE ABLE TO ADDRESS OUR 4 5 NEW CHAIR AND VICE CHAIR IN THESE MEETINGS. THANK YOU. 6 7 CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS 8 ONLINE. 9 MELANIE CHOY: GREAT. THANK YOU, WALLY. I SEE NO OTHER RAISED 10 HANDS FROM MEMBERS OF THE PUBLIC OR COUNCIL MEMBERS. AND SO WE 11 HAVE A FIRST BY ANDY FREMIER, AND SECOND BY JEFFREY TUMLIN. 12 SO, WILL ALL THOSE IN FAVOR ACKNOWLEDGE BY SAYING AYE? [AYES] 13 14 MELANIE CHOY: GREAT. NOMINATIONS ARE CLOSED. MOTIONS HAVE IT. 15 16 [LAUGHTER] WHICH IS WHY I'M NOT CHAIR. NOW WHAT WE NEED TO DO IS ALSO TAKE A VOTE ON THE CHAIR AND VICE CHAIR, THAT JUST 17 CLOSED OUR NOMINATIONS. DO I HAVE A MOTION AND SECOND TO ELECT 18 POWERS AND APRIL CHAN AS VICE CHAIR OF THE RNM COUNCIL? 19 20 ANDREW FREMIER: I'LL MOVE. 21 22 23 MICHELLE BOUCHARD: I'LL SECOND. BOUCHARD. 24

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MELANIE CHOY: MOTION BY ANDY AND SECOND BY MICHELLE BOUCHARD. 1 2 ARE THERE ANY OTHER COMMENTS FROM COUNCIL MEMBERS? SEEING 3 NONE. WALLY, WERE THERE ANY OTHER COMMENTS RECEIVED UNDER PUBLIC COMMENT? 4 5 CLERK, WALLY CHARLES: THERE ARE NO PUBLIC SPEAKERS ONLINE. 6 7 THERE WASN'T -- THERE'S NOBODY IN THE ROOM AND THERE WAS 8 NOTHING RECEIVED IN WRITING. 9 MELANIE CHOY: OKAY. SEEING NO RAISED HANDS FROM MEMBERS OF THE 10 PUBLIC OR COUNCIL MEMBERS. WE HAVE A FIRST BY ANDY FREMIER, 11 AND SECOND BY MICHELLE BOUCHARD, WILL ALL THOSE IN FAVOR 12 ACKNOWLEDGE BY STATING AYE? [AYES] 13 14 MELANIE CHOY: ANY OPPOSED? OUR CHAIR IS BOB POWERS, VICE CHAIR 15 16 IS APRIL CHAN. CONGRATULATIONS AND THANK YOU FOR SUPPORTING 17 THE WORK OF THE REGIONAL NETWORK MANAGEMENT COUNCIL. [APPLAUSE] AND AT THIS TIME, I HAPPILY WILL TURN THE CONDUCT 18 OF THIS MEETING OVER TO OUR NEW CHAIR, POWERS. 19 20 ROBERT POWERS, VICE CHAIR: ARE YOU SURE YOU DON'T WANT THIS, 21 MELANIE? WE'LL HAVE TO HAVE ANOTHER VOTE, HUH? I WANT TO THANK 22 ANDY FREMIER, AND ALIX BOCKELMAN FOR THEIR SUPPORT, AND AS THE 23 LEADERSHIP TEAM FOR THE NETWORK MANAGEMENT COUNCIL MOVING 24 FORWARD WHAT RESONATED WITH ME WHEN ANDY'S OPENING COMMENTS 25

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HERE WAS THIS IS MY VERSION OF ANDY'S COMMENTS AT THE END, 1 THIS IS KIND OF THE LAST STEP IN GETTING ALL OF THE MECHANICS 2 3 IN PLACE TO DELIVER FOR THE BAY AREA. AND, SO, YOU KNOW, WITH THIS COUNCIL BE STOOD UP NOW, YOU KNOW, IT'S UP TO US TO ROLL 4 5 UP OUR SLEEVES AND START GETTING THE WORK DONE, 1, AND 2, START TELLING OR STORY ON THE WORK THAT WE'RE -- HAS BEEN 6 DONE, THE WORK THAT'S IN PROGRESS, AND THE WORK THAT WE ARE 7 8 GOING TO BE DOING. BECAUSE I THINK THERE IS A LOT THERE THAT'S MISSING IN TRANSLATION. AND I THINK GETTING THIS COUNCIL STOOD 9 UP TO START TELLING THAT STORY AND MAKING IMPROVEMENTS IS VERY 10 IMPORTANT. SO, I THANK YOU ALL FOR YOUR VOTE OF CONFIDENCE, 11 AND I TAKE IT WITH AN HONOR, AND MELANIE, YOU AND I WILL BE 12 MEETING QUITE REGULARLY, YOUR TEAM AND, SO, LOOK FORWARD TO 13 THOSE MEETINGS, AS WELL, AND AS ALWAYS, YOU KNOW, WITH APRIL 14 CHAN WHO HEADS UP SAMTRANS, IS THE DEPUTY HERE, I THINK WE'RE 15 16 IN PRETTY GOOD SHAPE. SO, THANK YOU FOR THAT. AND, APRIL, DID YOU WANT TO SAY A FEW WORDS? 17

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19 SPEAKER: I DO HAVE SOME REMARKS FROM APRIL. SHE IS PREPARED AS
20 ALWAYS, EVEN FROM AFAR. SHE SENT ME A FEW WORDS TO SAY. THE
21 RNM COUNCIL IS TASKED WITH MAKING TRANSIT AS RELIABLE AND
22 SEAMLESS FOR OUR RIDERS AS POSSIBLE REGARDLESS OF WHICH SYSTEM
23 THEY'RE USING. SAMTRANS IS LOOKING FORWARD TO WORKING WITH
24 EVERY ONE OF OUR TRANSIT PARTNERS AND MTC TO PLAN, DEVELOP,
25 AND IMPLEMENT FEES IMPROVEMENTS FOR ALL OF OUR USERS. TRANSIT

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SHOULD BE EASY TO USE. WE ARE COMMITTED TO THIS MISSION,
 FOCUSING ON OUR USERS FIRST. WE HAVE CHALLENGES AHEAD, AS WE
 HAVE TO DEAL WITH FINANCIAL CHALLENGES, BUT WE SHOULD BE LASER
 FOCUSED ON IMPROVING THE USER EXPERIENCE AND MAKING IT SO
 TRANSIT IS ATTRACTIVE FOR OUR RIDERS TO GET THEM TO THEIR
 DESTINATIONS AND EVERYWHERE THEY NEED TO GO. THANK YOU.

8 CHAIR, BOB POWERS: OKAY WITH THAT, I'LL TURN IT OVER TO COMMITTEE MEMBERS WHO WANT TO MAKE A SELECTION ON THE CHAIR, 9 10 VICE CHAIR? SEEING NONE. MADAM CLERK, MOVING TO AGENDA ITEM FOUR HERE. THIS IS AN INFORMATIONAL ITEM PRESENTED BY MELANIE 11 CHOY AND ALLISON FROM MTC. NEXT STEPS THERE. IS TWO PIECES. 12 THERE IS THE CHART THEY'RE WE HAVE TO NAVIGATE AND GET 13 APPROVED AT SOME POINT AND THEN OUR WORK PLAN, OUR FY 2023 14 15 THROUGH '25 WORK PLAN. SO MELANIE AND HER TEAM ARE GOING TO 16 WALK US THROUGH THAT. AGAIN, THIS IS AN INFORMATIONAL ITEM THAT WILL COME BACK TO THIS BOARD AS AN ACTION ITEM TO 17 APPROVE. BUT WE GOTTA GET THIS CHARTER DONE AND THE WORK PLAN 18 ESTABLISHED. SO, I THINK THEY HAVE BEEN WORKED A LITTLE BIT, 19 BUT MELANIE, I'LL TURN THIS OVER TO YOU AND YOUR TEAM AND WALK 20 21 THROUGH THE COMMITTEE ITEMS HERE.

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23 MELANIE CHOY: THANK YOU CHAIR POWERS. I WANTED TO SEE IF YOU
24 WANT TO GIVE OPPORTUNITY FOR THE COLLEAGUES TO SAY A FEW WORDS
25 IF YOU SHOULD WISH?



1 2 CHAIR, BOB POWERS: ON THIS ITEM? 3 MELANIE CHOY: OR TO HIGHLIGHT TO PREFACE THIS ITEM? 4 5 CHAIR, BOB POWERS: NO. LET'S --6 7 8 MELANIE CHOY: OKAY. 9 CHAIR, BOB POWERS: NO, WAIT. HOLD ON. THEY CERTAINLY CAN 10 11 AFTER. LET'S HEAR THE PRESENTATION AND CONNECT THE DOTS TOGETHER AND I THINK IT WILL BE MORE MEANINGFUL AFTER THE 12 PRESENTATION. SO, I CERTAINLY WILL LET THEM. 13 14 MELANIE CHOY: OKAY. GREAT. WELL, THANK YOU, EVERYONE. AND I 15 16 WILL KICKOFF THE PRESENTATION, THEN HAND IT OFF TO ALLISON TO GO OVER THE WORK PLAN AND HIGHLIGHT THE WORK PLAN ELEMENTS. 17 SO, ONE OF THE THINGS I WANTED TO ELEVATE AND STAND UP IS THE 18 WORK WE'RE PRESENTING TODAY, WHILE ALLISON AND I ARE 19 PRESENTING IT, HAS BEEN IN COLLABORATION AND IN CONJUNCTION 20 21 WITH TRANSIT AGENCY STAFF. AND, SO, HAS BEEN A LOT OF INPUT, A LOT OF DISCUSSIONS THAT WENT INTO THE WORK THAT HAS IS BEFORE 22 YOU TODAY. AS WE MOVE FORWARD THERE IS ALSO GOING TO BE 23 CONTINUED COLLABORATION AND MANY OF THE INITIATIVES, AS WELL, 24 ARE COCOLLABORATED AND COMANAGED WITH MTC STAFF AND TRANSIT 25

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AGENCY STAFF. NEXT SLIDE PLEASE. NEXT SLIDE PLEASE. THIS SLIDE 1 IS A RECAP OF OUR JOURNEY STARTING WITH THE BLUE RIBBON 2 3 TRANSIT RECOVERY TASK FORCE AND ANDY PROVIDE REMARKS THAT HIGHLIGHTED THIS AS WELL. OVER THE LAST THROUGH YEARS WE HAVE 4 5 BEEN INTENTLY FOCUSED ON RESPONDING AND LOOKING TOWARDS AND EVOLVING FUTURE OF TRANSIT IN THE BAY AREA. AND FOUNDATIONALLY 6 THOUGH THE LAST THREE YEARS HAS BEEN BUILT UPON THE 7 8 COORDINATION EFFORTS THAT HAVE BEEN ESTABLISHED BY MANY OTHERS ON REGIONAL INITIATIVES SUCH AS CLIPPER 511 AND ALSO THE 9 TRANSIT SUSTAINABILITY PROJECT. THE ACTION PLAN THAT WAS 10 ADOPTED IN 2001 IS MORE THAN JUST A PLAN OF PRIORITIZED 11 INITIATIVES. IT REPRESENTS AND IS THE PRODUCT OF FEEDBACK FROM 12 ALL STAKEHOLDERS THROUGHOUT THE BLUE RIBBON TRANSIT RECOVERY 13 TASK FORCE. AND FOLKS ARE BROUGHT TOGETHER, TOGETHER TO 14 UNANIMOUSLY APPROVE IT SO, IT CONTINUES TO HAVE WIDE RANGING 15 16 SUPPORT TODAY, AND IN 2022 WE EMBARKED ON A DIFFICULT CONVERSATION ON HOW TO POSITION OURSELVES IN REGIONAL 17 COLLABORATION DECISION-MAKING AND THIS PROVIDED FRAMEWORK. WE 18 HAVE BEEN FOCUSED ON STANDING UP THE RNM FRAMEWORK AND 19 EXTERNAL BODIES OF THE RNM COMMITTEE WHICH IS THE RNM 20 COMMITTEE CUSTOMER ADVISORY GROUP AND TODAY'S RNM COUNCIL 21 22 MEETING. NEXT SLIDE PLEASE. HERE IS A DETAILED LOOK ON WHAT WE 23 HAVE DONE TO STAND UP AND HAVE BEEN DOING SINCE MARCH. THERE HAS BEEN QUITE A BIT OF WORK IN THE BACKGROUND FROM FUNDING TO 24 PROCEDURE MANUALS TO CHARTERS AND GETTING THE STAFFING 25

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STRUCTURE IN PLACE TO SUPPORT THE INSTITUTIONAL STRUCTURE OF 1 2 THE RNM COMMITTEE, COUNCIL, AND THE CUSTOMER ADVISORY GROUP. 3 AND OUR FOCUS IN DESIGNING MEETING BODIES HAS BEEN FOCUSED ON EFFICIENCY AND EFFECTIVENESS WHERE POSSIBLE INCLUDES 4 5 BROADENING THE MTC OPERATIONS COMMITTEE INTO THE RNM COMMITTEE OF THE COMMISSION AND THEN ALSO TRANSITIONING A SUBCOMMITTEE 6 THAT WE HAD OF THE POLICY ADVISORY COUNCIL INTO OUR CUSTOMER 7 8 ADVISORY GROUP. WE ALSO HAVE BEEN CONCURRENTLY SUPPORTING ADVANCEMENT OF THE ACTION PLAN THROUGH DEVELOPMENT OF PROGRAM 9 MANAGEMENT TOOLS AND OTHER PROGRAM SUPPORT. NEXT SLIDE PLEASE. 10 THIS SLIDE IS A REFRESHER AND A RECAP OF RNM STRUCTURE. THE 11 KEY ELEMENTS OF THE RNM COMMITTEE MADE UP OF MTC 12 COMMISSIONERS, A SUBSET OF THEM, AND THREE EX-OFFICIO MEMBERS, 13 AND TWO TRANSIT AGENCY BOARD MEMBER REPRESENTATIVES, AND ONE 14 15 STATE AGENCY REPRESENTATIVE FROM CALSTA. WE ALSO HAVE THE 16 CUSTOMER ADVISORY GROUP AND THIS RNM COUNCIL THAT DIRECTLY PROVIDES FEEDBACK TO THE RNM COMMITTEE. THIS COUNCIL BRINGS 17 TOGETHER EXECUTIVE STAFF TO GUIDE REGIONAL TRANSIT POLICIES. 18 TO ANCHOR ALL THIS WORK WE HAVE HIGHLIGHTED THESE MEETING 19 BODIES IN TERMS OF DRIVING REGIONAL NETWORK MANAGEMENT IS A 20 21 MISSION TO DRIVE TRANSFORMATIVE IMPROVEMENTS, A VISION TO ADVANCE REGIONAL GOALS THROUGH A UNIFIED REGIONAL TRANSIT 22 SYSTEM, AND LASTLY KEY OBJECTIVES TO HIGHLIGHT DELIVERING 23 CUSTOMER FOCUSED BENEFITS, IMPROVING HOW WE FUNCTION AS A 24 NETWORK, AND OTHER PUBLIC BENEFITS, SUCH AS EQUITY, ECONOMIC 25

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GROWTH, AND REDUCTION OF CLIMATE EMISSIONS. NEXT SLIDE PLEASE. 1 2 NEXT SLIDE. SO, ONE OF THE ITEMS WE HAVE BEEN WORKING ON TO 3 SUPPORT THE STAND UP OF THIS COUNCIL IS A CHARTER. SINCE THIS IS A NEW BODY, A BYLAWS OR MEETING PROCEDURE DOES NOT 4 5 CURRENTLY EXIST TO OUTLINE THE MEETING CONDUCT AND DECISION-MAKING PROCEDURES. SO THIS, CHARTER SERVES THAT PURPOSE AND IT 6 LOOKS TO MEMORIALIZE WHAT THE RNM COUNCIL IS HOW THE COUNCIL 7 8 WILL OPERATE AND BETTER DEFINES RELATIONS BETWEEN THE COUNCIL AND OTHER RNM COMPONENTS. DURING DEVELOPMENT OF THE CHARTER WE 9 GROUNDED OURSELVES ON THREE PRINCIPLES FIRST WAS PROVIDING 10 CLARITY WITHOUT LIMITING THE WORK OF THE COUNCIL ALSO TO 11 ENABLE COLLABORATION BUT EFFICIENT DECISION-MAKING AND LASTLY 12 TO START WITH THE IMPERFECT WHERE THE CHARTER WILL EVOLVE OVER 13 TIME. IN YOUR PACKET SAY COPY OF THE DRAFT CHARTER AND IT 14 15 COVERS A LIST OF TOPICS SUCH AS PURPOSE, ROLES, 16 RESPONSIBILITIES AND MEMBERSHIP. NEXT SLIDE PLEASE. THIS SLIDE TAKES A DEEPER DIVE INTO THE COUNCIL STRUCTURE. AGAIN AS RECAP 17 RNM WAS CREATED TO DRIVE TRANSFORMATIVE IMPROVEMENTS AND TO 18 ADVANCE REGIONAL GOALS THROUGH A UNIFIED TRANSIT SYSTEM. TO DO 19 THIS IT WAS IMPORTANT TO BRING TOGETHER LEADERSHIP EXECUTIVES 20 21 FROM TRANSIT AGENCIES, EXECUTIVES FROM MTC ON REGIONAL TRANSIT POLICIES RESULTING IN THE RECOMMENDATION OF 11 MEMBER COUNCIL 22 MADE UP OF SEVEN LARGE OPERATORS THREE SMALL AND MEDIUM AND 23 OPERATOR REPRESENTATIVES AND MTC. NEXT SLIDE. IMPORTANT ROLE 24 OF THE COUNCIL IS ADVANCING DECISIONS AND ACTIONS. IN 25

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OUTLINING THE VOTING PROCESS, IT WAS IMPORTANT TO MAKE IT EASY 1 TO UNDERSTAND AND IMPLEMENT, HAVE BALANCED REPRESENTATION OF 2 3 PERSPECTIVES REFLECTED IN THE VOTE TO OFFER OPTIONS WHEN CONSENSUS IS NOT ACHIEVED AND LASTLY TO BUILD FLEXIBILITY TO 4 5 CHANGE OVER THAT TIMES. RNM COUNCIL CONSENSUS NOT ACHIEVED SIMPLE MAJORITY WILL BE TAKEN DIVERGENT PERSPECTIVES MAY BE 6 DOCUMENTED AND ADVANCE TO A REFERRING COMMITTEE EACH ITEM 7 8 COUNCIL MEMBER HAS ONE VOTE LARGE OPERATORS ARE EACH 9 REPRESENTED AND SMALL MALL OPERATORS ARE REPRESENTED BY THREE COUNCIL MEMBERS ONE OF THE PRINCIPLES OF THE ADOPTED RNM 10 FRAMEWORK EVOLUTION OF THE STRUCTURE OVER TIME AND COMMITMENT 11 TO EVOLVE EVALUATE THIS EVERY TWO YEARS RNM COUNCIL LOADING 12 STRUCTURE WILL BE REVIEWED FOR IMPROVEMENTS EVERY TWO YEARS OR 13 IN THE EVENT THE COUNCIL'S ROLE CHANGES. NEXT SLIDE. THAT 14 15 SUMMARIZES THE CHARTER AND THAT COMPONENT THERE'S A DRAFT IN 16 YOUR PACKET THAT WILL BE TAKEN TO THE RNM COMMITTEE NEXT MONTH PENDING FEEDBACK FROM THIS GROUP AND TODAY'S COMMENTS. BUT 17 18 WHAT WE ALSO WANTED TO DO WAS PULL IN THE WORK PLAN 19 CONCURRENTLY AND BRING THAT FORWARD TO YOU AS A COUNCIL. SO ALONG WITH THE CHARTER AND PROCEDURES AND FRAMING THE 20 21 COUNCIL'S WORK WE HAVE BEEN CONCURRENTLY WORKING ON THIS WORK 22 PLAN. FUNDAMENTAL TO OUR WORK ARE THE INITIATIVES OUTLINED IN 23 THE ACTION PLAN BUT TO DELIVER THE EXTERNAL AND TANGIBLE INITIATIVES OF THE ACTION PLAN WE BELIEVE THERE ARE FOUR 24 ESSENTIAL COMPONENTS THAT NEED TO BE COMBINED TO BE SUCCESSFUL 25

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WHAT WE'RE SHOWING TODAY IS EACH COMPONENT ALONE IS FINE BUT 1 COLLECTIVELY IF WE MOVE ON ALL FOUR OF THESE COMPONENTS WE 2 3 FEEL THE WORK THAT WE'RE TACKLING WILL BE SUCCESSFUL AND MORE EFFECT AND I HAVE VALUABLE AS WE ADVANCE ALL OF THIS WORK. SO 4 5 FIRST AND FOREMOST, I WILL GO OVER THESE BRIEFLY. FIRST AND FOREMOST IS PARTNERSHIPS AND DIVERSITY AND PERSPECTIVE. SO WE 6 CAN'T DO THIS ALONE AND CAN'T WITH A SILOED LENS COLLABORATION 7 8 BETWEEN TRANSIT AGENCIES AND STAKEHOLDERS ARE CRITICAL THROUGH THE NOT ONLY IT'S IMPORTANT TO WORK TOGETHER BUT IMPORTANT TO 9 LISTEN TO EACH OTHER AND RIDERS AND INCORPORATE PERSPECTIVES 10 TO ACHIEVE OUTCOMES. SECOND COMPONENT IS PRIORITIZATION OF 11 ACTIONS AND IMPLEMENTATION OF ACTIONS IN THE ACTION PLAN. THIS 12 IS OUR ACTION PLAN INITIATIVES, ESSENTIALLY, HERE, AND IN 13 IDENTIFYING THE WHAT, WE ALSO NEED TO MAKE SURE THERE IS THE 14 FUNDING AND THE RESOURCES TO SUPPORT THE IMPLEMENTATION OF THE 15 16 ACTION PLAN. HOW ARE WE GOING TO MAKE ALL THIS HAPPEN. THAT'S THE SECOND COMPONENT I WANTED TO HIGHLIGHT. THE THIRD 17 COMPONENT IS LEADERSHIP AND GOVERNANCE AND THAT'S THIS BODY 18 HERE. AND DEFINING A STRUCTURE FOR DECISION-MAKING, ALSO FOR 19 GUIDANCE, VISIONING AND POLICY SETTING. SO THIS IS OUR RNM 20 21 STRUCTURE THAT WE ARE STANDING UP AND WILL COMMIT TO EVOLVING OVER TIME. LAST COMPONENT HIGHLIGHTED HERE IS TO COMMUNICATE 22 23 EFFORTS I THINK OPENING REMARKS HIGHLIGHTED THIS AS WELL IN TERMS OF COMMUNICATING OUR EFFORTS, OUR PROGRESS AND 24 ACHIEVEMENTS IT'S IMPORTANT TO SHARE A UNIFIED CLEAR, AND 25

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COHESIVE MESSAGE OF WHAT WE'RE DOING AND PLAN TO DO IN OUR 1 REGION BUT THIS ALSO PROVIDES TRANSPARENCY AND OPPORTUNITIES 2 3 FOR CONTINUAL FEEDBACK. THESE ARE IN NO PARTICULAR ORDER, AND THEY ALL ARE EOUALLY IMPORTANT, AND WE FEEL THAT IT'S 4 5 IMPORTANT TO FOCUS ON ALL OF THESE AS WE ADVANCE THE IMPLEMENTATION OF THE ACTION PLAN. SO WITH THAT PREFACE I'M 6 GOING TO TURN IT OVER TO ALLISON WHO WILL HIGHLIGHT THE WORK 7 8 PLAN COMPONENTS.

9

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ALLISON QUACH: ALLISON Q, TRANSIT TRANSFORMATION COORDINATOR. 10 NEXT SLIDE. BEFORE WE JUMP INTO THE WORK PLANNER ITSELF, I 11 WOULD LIKE TO PROVIDE CONTEXT ON OUR APPROACH TOWARDS 12 DEVELOPING THE WORK PLAN IN PRESENTING THE CHARTER MELANIE 13 DESCRIBED THE PURPOSE OF THE RNM COUNCIL AND THE PROPOSED WORK 14 15 PLAN REFLECTS THE PURPOSE OF THE RNM COUNCIL AND CONSISTS OF 16 ACTIVITIES THAT WILL BENEFIT FROM TRANSIT AGENCY OPERATIONAL EXPERTISE AND THAT ARE GENERALLY CONSIDERED TO BE OF REGIONAL 17 IMPORTANCE OR INTEREST. IN ADDITION, I WANT TO REITERATE THAT 18 THE WORK PLAN IS ANCHORED BY DESIRED OUTCOMES OF THE TRANSIT 19 TRANSFORMATION ACTION PLAN. THIS INITIAL WORK PLAN SPANS THE 20 21 NEXT 1.5 YEARS WHICH INCLUDES THE REMAINDER OF THIS FISCAL YEAR AS WELL AS FISCAL YEAR '24 TO '25. I ALSO WANT TO, BEFORE 22 WE KIND OF LAUNCH INTO THIS, ACKNOWLEDGE THAT THE DRAFT WORK 23 PLAN WAS DEVELOPED IN VERY CLOSE COORDINATION WITH TRANSIT 24 25 OPERATOR STAFF, MANY OF WHOM ARE IN THE ROOM TODAY. SO, THANK

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YOU FOR ALL OF YOUR TIME AND CONTRIBUTIONS TOWARDS IT. TODAY 1 WE'RE SEEKING FEEDBACK ON THE DRAFT WORK PLAN. WE'LL ALSO BE 2 3 BRINGING THIS WORK PLAN TO THE RNM COMMITTEE NEXT FRIDAY FOR ADDITIONAL FEEDBACK. AND THEN IT WILL COME BACK TO THIS BODY 4 5 IN DECEMBER ONCE WE HAVE INCORPORATED ALL THAT FEEDBACK FOR YOUR APPROVAL. NEXT SLIDE. THE RNM COUNCIL WORK PLAN IS 6 ANCHORED BY THE TRANSIT TRANSFORMATION ACTION PLAN, OR TAP FOR 7 8 SHORT, NEAR-TERM IMPLEMENTATION PLAN THAT IDENTIFIES NEXT STEPS TO RESHAPE THE BAY AREA'S TRANSIT NETWORK. THE WORK PLAN 9 FOCUSES IN ON THE RNM COUNCIL'S PRIORITIES WITHIN THE ACTION 10 PLAN FOR EACH FISCAL YEAR. SINCE THE ACTION PLAN WAS ADOPTED, 11 APPROXIMATELY TWO YEARS AGO, IN SEPTEMBER OF 2021, STAFF HAVE 12 BEEN WORKING TO IMPLEMENT PRIORITY INITIATIVES. I ALSO WANT TO 13 NOTE HERE THAT WE WILL RETURN EARLY NEXT YEAR TO DISCUSS 14 POTENTIAL AMENDMENTS TO THE ACTION PLAN. SO WHAT YOU SEE ON 15 16 THIS SLIDE IN THE TIMELINE IS HIGHLIGHTING A COUPLE OF SIGNIFICANT TIME POINTS OVER THE NEXT FEW YEARS INCLUDING 17 NEXGEN CLIPPER DEPLOYMENT, AND A POTENTIAL REGIONAL MEASURE IN 18 2026. FINALLY, AS MELANIE ACKNOWLEDGED IN PRESENTING THE 19 CHARTER, THE RNM IS INTENDED TO PROVIDE A FLEXIBLE FRAMEWORK, 20 21 AND WE RECOGNIZE THAT THE SPECIFIC PLANS OR IMPLEMENTATION APPROACHES MAY EVOLVE IN THE FUTURE. NEXT SLIDE. ALL RIGHT. AS 22 A REMINDER FOR EVERYBODY, THESE ARE THE TAP DESIRED OUTCOMES, 23 WHICH DIRECTLY INFORMED THE GOALS FOR THIS INITIAL WORK PLAN. 24 I WON'T STEP THROUGH EACH OF THESE GOALS IN DETAIL, BUT WHAT I 25

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WANT TO CALL ATTENTION TO IS THE DIRECT RELATIONSHIP BETWEEN 1 THE TAP AND THE RNM COUNCIL'S WORK PLAN. THE TAP IDENTIFIED 2 3 THE FIVE FOLLOWING OUTCOME AREAS. SIMPLER AND MORE EQUITABLE FARES AND PAYMENTS, CUSTOMER INFORMATION THAT MAKES TRANSIT 4 5 EASIER TO NAVIGATE, MORE EFFECTIVE TRANSIT NETWORK PLANNING 6 AND MANAGEMENT, ACCESSIBILITY FOR OLDER ADULTS, PEOPLE WITH DISABILITIES AND THOSE WITH LOWER INCOMES, AND FUNDING. 7 8 FINALLY, I WANT TO ACKNOWLEDGE THAT THE FARE COORDINATION AND INTEGRATION INITIATIVES ARE GUIDED BY THE FARE INTEGRATION 9 10 TASK FORCE WHICH WAS CREATED BEFORE THE RNM FRAMEWORK WAS ADOPTED. BUT AS ACKNOWLEDGED BY SEVERAL FOLKS TODAY, IN 11 COMMENTS AND OTHERS, THE FARE INTEGRATION WORK IS A REALLY 12 IMPORTANT INITIATIVE OF THE TAP AND IT IS SHOWN HERE AS PART 13 OF THE BROADER RNM COUNCIL WORK PLAN. NEXT SLIDE PLEASE. TO 14 IDENTIFY SPECIFIC WORK ELEMENTS AND DETAILED TO INCLUDE IN 15 16 THIS YEAR'S WORK PLANNER WE ASK THE FOLLOWING OUESTIONS DOES THIS INITIATIVE ALIGN WITH THE MISSION AND VISION OF THE RNM; 17 REQUIRE INPUT OR ACTION SPECIFIC TO OPERATOR PERSPECTIVES; AND 18 BENEFIT FROM A FORUM THAT FACILITATES REGIONAL DECISION-19 MAKING? SOME OTHER KEY FACTORS IN IDENTIFYING DRAFT WORK PLAN 20 21 ACTIONS INCLUDE FOCUSING ON EFFORTS THAT REALLY PROVIDE TANGIBLE BENEFITS TO RIDERS IN THE NEAR-TERM. AS GUIDED BY THE 22 TAP DESIRED OUTCOMES THAT WE JUST SHOWED ON THE PREVIOUS 23 SLIDE. THIS INCLUDES ACTIONS THAT WERE ORIGINALLY IDENTIFIED 24 IN THE TAP, WORK THAT IS CURRENTLY UNDERWAY DUE TO IMPROVED 25

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COORDINATION BETWEEN TRANSIT OPERATORS, AS WELL AS NEWLY 1 IDENTIFIED ACTIVITIES THAT SUPPORT TAP DESIRED OUTCOMES. NEXT 2 3 SLIDE. ALL RIGHT. SO, THIS SLIDE SUMMARIZES THE DRAFT WORK PLAN. FIRST, I WANT TO ACKNOWLEDGE THAT THERE IS A LOT TO 4 5 DIGEST ON THIS SLIDE, AS WE HAVE TRIED TO CAPTURE WITH SOME 6 LEVEL OF DETAIL THE PROPOSED DETAILS OF THE WORK PLAN. ADDITIONALLY, I WANT TO NOTE, AGAIN THAT, WE HAVE BEEN WORKING 7 8 CLOSELY WITH OPERATOR STAFF IN DEVELOPING THIS, INCLUDING PARTNERING WITH TRANSIT OPERATORS TO COLEAD PRIORITY 9 10 INITIATIVES, AS WELL AS THAT THERE ARE TRANSIT OPERATOR EFFORTS THAT ARE IMPORTANT BUT ARE NOT PART OF THE REGIONAL 11 WORK PLAN THOSE AREN'T REFLECTED HERE TODAY WE'LL BE 12 COORDINATING WITH THE TRANSIT OPERATOR STAFF TO SHARE THAT 13 INFORMATION WITH YOU, THE RNM COMMITTEE AND THE RNM CUSTOMER 14 15 ADVISORY GROUP WHEN APPROPRIATE. YOU WILL FIND ADDITIONAL 16 DETAIL ON THE SPECIFICS OF THE WORK PLAN ACTIVITIES AND TIME FRAMES IN ATTACHMENT B OF YOUR PACKET. JUMPING INTO THE WORK 17 PLAN ITSELF, WHAT WE SEE ON THE LEFT ARE KIND OF MANAGEMENT 18 AND GOVERNANCE ACTIVITIES, SUCH AS WHAT WE'RE DOING HERE 19 TODAY, STANDING UP THE RNM COUNCIL, AND ON THE RIGHT ARE 20 21 ACTIONS THAT ARE GROUPED BY THE TAP OUTCOME AREAS, AS DESCRIBED ON THE PREVIOUS SLIDE. YOU WILL ALSO SEE COLOR 22 CODING AND SHADING THAT REPRESENTS ACTIONS THAT STEM FROM 23 ONGOING TAP WORK RELATED TO TANGIBLE OUTCOMES. SO THOSE ARE 24 25 THE SHADED BOXES. PLANNING AND POLICY MAKING, THOSE ARE KIND

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OF THE MORE WHITE BACKGROUND, AND THEN NEW ACTIVITIES THAT 1 WEREN'T INCLUDED IN THE TAP, BUT THAT ARE BEING SUGGESTED FOR 2 3 YOUR DRAFT WORK PLAN. AND THOSE ELEMENTS THAT ARE IN ORANGE ON THE SLIDE. UNDER RNM COUNCIL MANAGEMENT, WE HAVE THINGS LIKE 4 5 ADOPTING THE CHARTER -- OR -- SORRY. REVIEWING THE CHARTER, 6 ADOPTING THE WORK PLAN, AND BUDGETING AND STAFFING AND ALSO DEVELOPING PERFORMANCE MEASURES FOR THE RNM. UNDER FARES 7 8 PAYMENTS I WANT TO HIGHLIGHT THAT WE'RE BRINGING IN CLIPPER START HERE AND THE REMAINDER OF THE ITEMS UNDER FARES AND 9 PAYMENTS ARE FARE POLICY VISION INITIATIVES THAT ARE CURRENTLY 10 OVERSEEN BY THE FARE INTEGRATION TASK FORCE. UNDER CUSTOMER 11 INFORMATION, I WANT TO HIGHLIGHT THE MAPPING AND WAYFINDING 12 WORK, REALTIME TRANSIT INFORMATION, AND NEW EFFORTS TO 13 14 COORDINATE COHESIVE AND COMPREHENSIVE COMMUNICATIONS ABOUT 15 TRANSIT. IN ADDITION, WE HAVE COORDINATED CUSTOMER EXPERIENCE SURVEYS TO HELP INFORM REGIONAL PRIORITIES, AND THAT CAN ALSO 16 HELP TO EVALUATE THE SUCCESS OF RNM THROUGH OUR PERFORMANCE 17 MEASURES. UNDER TRANSIT NETWORK, OUR FOCUS IS REALLY GOING TO 18 BE ON A VARIETY OF TRANSIT PRIORITY EFFORTS IN TRANSIT 2050 19 PLUS. UNDER ACCESSIBILITY, WE HAVE ACTIONS THAT ARE FOCUSED ON 20 21 STANDARDIZING ELIGIBILITY PRACTICES, AND IMPROVING REGIONAL PARATRANSIT TRIPS. AND THEN, FINALLY, UNDER FUNDING, WE HAVE 22 ONGOING WORK TO DEVELOP STRATEGIES TO FUND ALL OF THESE TAP 23 AND RNM INITIATIVES. NEXT SLIDE. AND, SO, AS A REMINDER, THESE 24 ARE KIND OF UPCOMING ACTIVITIES OVER THE NEXT MONTH OR SO AS 25

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WE WORK TO STAND UP THE RNM. TODAY WE PRESENT THE DRAFT 1 CHARTER WORK PLAN FOR THE NEXT ONE AND A HALF YEARS. NEXT 2 3 MONTH WE'LL ALSO BRING THIS DRAFT WORK PLAN TO THE RNM COMMITTEE. AT THE DECEMBER MEETING OF THIS BODY, WE WILL BRING 4 5 BACK THE WORK PLAN FOR YOUR APPROVAL, AND THEN AT THE MTC COMMISSION MEETING IN DECEMBER, WE HOPE TO HAVE THE RNM 6 COUNCIL AND CHARTER APPROVED. AND THEN FROM THERE, MELANIE AND 7 8 ALL OF US WILL CONTINUE TO WORK WITH YOU TO MANAGE AND UPDATE THE WORK PLAN AS NEEDED. THANK YOU. WITH THAT, I WOULD LIKE TO 9 OPEN UP FOR QUESTIONS. 10

11

12 CHAIR, BOB POWERS: YEAH. LET ME TAKE THE GAVEL BACK OVER HERE,
13 ALLISON. THANK YOU SO MUCH, AND MELANIE THANK YOU SO MUCH.
14 THANK YOU FOR THE PRESENTATION, VERY THOROUGH AND
15 COMPREHENSIVE. LET'S GHEE TO PUBLIC COMMENT EITHER IN THE ROOM
16 OR ONLINE ON THIS ITEM?

17

18 CLERK, WALLY CHARLES: YES ONE ONLINE AND ONE IN THE ROOM.
19

20 CHAIR, BOB POWERS: OKAY. LET'S START IN THE ROOM PUBLIC
21 COMMENT AND GO WITH TWO MINUTES THEN INTO VIRTUAL PUBLIC
22 COMMENT.

23

24 CLERK, WALLY CHARLES: OKAY.

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COMMISSION

SPEAKER: IS THIS MIC WORKING? YES IT IS. GOOD AFTERNOON 1 COUNCIL MEMBERS. ADINA LEVIN. I SERVE ON THE POLICY ADVISORY 2 3 COUNCIL, AND I HAVE BEEN SERVING ON THE TRANSFORMATION ACTION PLAN SUBCOMMITTEE WHICH IS KIND OF MORPHING INTO THE CUSTOMER 4 5 ADVISORY COMMITTEE FOR THIS BODY. IT'S REALLY EXCITING AFTER, YOU KNOW, SO MUCH WORK, TO SEE THIS, YOU KNOW, GETTING STOOD 6 UP AND MOVED FORWARD AS A REALLY IMPORTANT STEP. ONE OF THE 7 8 THINGS IN TERMS OF THIS WORK PLAN THAT I'M GLAD TO SEE HERE IS THAT FOCUS ON ACHIEVING THE GOALS OF CREATING A MORE RIDER 9 FRIENDLY SYSTEM AND COMMUNICATING THOSE THINGS. IT'S GOING TO 10 BE SO IMPORTANT TO RAISE UP PUBLIC CONFIDENCE IN THE 11 TRANSPORTATION SYSTEM IN ORDER TO BE ABLE TO GET THE FUND 12 THAT'S NEEDED TO MAINTAIN AND IMPROVE THE SYSTEM GOING 13 FORWARD. SO, THIS IS, JUST, EXTREMELY IMPORTANT TO DO, AND TO 14 15 COMMUNICATE. ON THE SUBJECT OF DOING, AS I WAS LOOKING AT THE WORK PLAN IN THE FINE PRINT, THERE MAY BE SOME HELP IN LOOKING 16 AT IT A LITTLE BIT MORE CLOSELY. BECAUSE FOR SOME OF THEM I 17 WAS LOOKING AT ACTIONS, AND I WAS, LIKE, COULD I TELL IF IT 18 WAS DONE AS A MEMBER OF THE PUBLIC OR MEMBER OF THE ADVISORY 19 BODY, CAN I TELL WHEN THIS IS GOING TO ACHIEVE A MILESTONE AND 20 21 THERE ARE PROBABLY A BIT OF SHARPENING ON SOME OF THOSE, AND I'M GLAD TO SEE THE TRANSFORMATION ACTION PLAN AS SOMETHING 22 THAT CAN EVOLVE AS THINGS FINISH UP AND OTHER THINGS CAN GET 23 TAKEN ON. RANGING FROM THE REGION IS STARTING TO TALK ABOUT 24 PUBLIC MICROMOBILITY IS THAT SOMETHING THAT SHOULD BE AN 25



INTEGRATED SYSTEM. THERE WAS A -- AT ANY RATE, THERE WAS A
 VARIETY OF THINGS THAT CAN BE MOVED FORWARD. SO GLAD TO SEE
 THAT THIS IS SOMETHING THAT EVOLVES GOING FORWARD. THANK YOU.
 4

5 CLERK, WALLY CHARLES: THANK YOU. NEXT SPEAKER IS ALETA DUPREE.
6 PLEASE UNMUTE YOURSELF.

7

8 SPEAKER: THANKS. CHAIR POWERS. ALETA DUPREE FOR THE RECORD, SHE AND HER. THANKS FOR TAKING SOME ACTION. THERE IS ONE THING 9 THAT STAND OUT IN THIS GOVERNANCE PLAN. IT'S NOT UNHEARD UP, 10 BUT I AM STRIVING CONSISTENCY. I SEE THIS PLAN IS LOOKING TO 11 CONSOLIDATE EVENTS OF THE SMALL OPERATORS. I HAVE SEEN THIS IN 12 OTHER PLACES. THERE ARE SOME PUBLIC BODIES IN CALIFORNIA WITH 13 LARGE BOARDS THAT DO HAVE SOME MAINTAINING, I GUESS FOR THE 14 SIZE OF THE CITIES OR REVENUE, AND THE METROPOLITAN 15 16 TRANSPORTATION AUTHORITY IN NEW YORK GIVES THE FOUR NORTHERN COUNTIES A SINGLE VOTE. SO THOSE FOUR BOARD MEMBERS ARE 17 CONSOLIDATED. I DO NOT REMEMBER THE LAST TIME THAT THE MTA HAD 18 TO TAKE A ROLL CALL. BUT I AM CONCERNED ABOUT THIS. AND WE 19 DON'T HAVE THIS PROPORTIONAL SYSTEM AT THE CLIPPER EXECUTIVE 20 21 BOARD, WHICH IS BASICALLY A MIRROR IMAGE OF THIS PANEL. WHILE 22 IT'S TRUE THAT REVENUE AND ASSETS OF SMALL OPERATORS ARE SMALLER, THEIR VOICES DO NEED TO BE HEARD. I HOPE WE CAN 23 ALWAYS BE A CONSENSUS. BUT I WOULD LIKE US TO STRIVE FOR 24 CONSISTENCY. AND I THINK WE NEED TO LOOK VERY HARD AT THIS 25

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STRUCTURE BEFORE APPROVAL. BECAUSE I THINK ANYBODY, REGARDLESS
 OF THEIR SIZE, DOES NEED TO HAVE A SEAT AT THE TABLE. AND I
 BELIEVE, IN AN EQUAL WAY. LET'S TAKE A LOOK AT THIS. OVERALL,
 I THINK WE HAVE A GOOD PLAN GOING FORWARD ESPECIALLY WITH OUR
 WORK CONCERNING FARES. THANK YOU.

6

7 CLERK, WALLY CHARLES: THANK YOU. NEXT SPEAKER IS HOWARD WONG.
8 PLEASE UNMUTE YOURSELF.

9

SPEAKER: GOOD MORNING. HOWARD WONG, POLICY ADVISORY COUNCIL. 10 VERY IMPRESSIVE ROAD PATH TO A NETWORK MANAGEMENT. I THINK 11 THESE ARE SOME REALLY IMPORTANT ISSUES. IN PARTICULARLY, I 12 THINK IT'S VERY IMPORTANT TO LEVERAGE PUBLIC INPUT AND 13 SUPPORT. I THINK THAT WOULD BRING A REAL EASE, EASE OF 14 IMPLEMENTATION TO A LOT OF THE PROGRAMS IN THE FUTURE. I THINK 15 16 IT'S IMPORTANT TO ALSO CREATE A LIBRARY OF BEST TRANSIT PRACTICES, TRANSIT TRANSFORMATION AROUND THE WORLD EVEN AS 17 TRANSIT RIDERSHIP HAS DECREASED IN SOME CITIES AND REGION IN 18 OUR COUNTRY AND SINCE IT HAS DRAMATICALLY IMPROVED IN MANY 19 PARTS OF THE WORLD AND I THINK WE CAN CONTINUE TO HAVE 20 21 EXAMPLES OF THAT THAT ALL CAN SEE IN THE LIBRARY THAT'S LEFT HERE IN THE NETWORK MANAGEMENT COUNCIL WEB SITE. I THINK THERE 22 IS ALSO AN IMPORTANT ISSUE OF DESIGN OUALITY, OF BEAUTY, OF 23 ART, AND THOSE ARE IMPORTANT THINGS TO MANAGE ON THE OVERALL 24 SYSTEM TO ENHANCE THE CUSTOMER EXPERIENCE. THERE ARE ALSO, 25

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BESIDES 27 TRANSIT AGENCIES, ABOUT 151 TRANSIT RELATED 1 2 ENTITIES WHO OPERATE SMALL INDIVIDUAL LINES. AND THOSE SHOULD 3 BE SOMEWHAT CONSIDERED IN BRINGING SOME KIND OF INTEGRATION INTO TRANSIT. SO, THE IMPORTANT THING, TOO, IS THAT REGIONAL 4 5 SHARE OF TRANSIT MODE SHARE IS LOW THAT NEEDS TO BE A BIG IMPROVEMENT IN THE TRANSIT DESERTS THAT WE SEE IN RURAL AND 6 7 SUBURBAN AREAS. THANK YOU 8 CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS. 9 10 CHAIR, BOB POWERS: THANK YOU FOR THAT, MADAM CLERK. SO LET US 11 12 TURN TO THE COUNCIL MEMBERS HERE. AND COMMENTS, ADVICE, CONCERNS ON BOTH THE CHARTER AND THE WORK PLAN, AS THIS --

13 CERTAINLY THE WORK PLAN IS COMING BACK IN ABOUT A MONTH FROM 14 15 NOW FOR APPROVAL, AND SO ANY INPUT, ALLISON AND MELANIE HAVE 16 BEEN WORK SUGGEST COCREATING DOCUMENTS THAT WE HAVE SEEN UP HIRE TODAY, BUT ADVICE, COMMENTS, CONCERNS, EPIPHANIES FOR 17 MELANIE OR ALLISON. I'M GOING TO GO AROUND AND ASK EVERYBODY 18 BECAUSE THIS IS IMPORTANT AND MELANIE IS BRINGING IT BACK WITH 19 HER TEAM FOR AN ACTION ITEM ABOUT A MONTH FROM NOW. AND SO IF 20 21 YOU ARE GOOD, ALL YOU NEED TO SAY IS YOU'RE GOOD. BUT WHY DON'T WE JUST GO AROUND. ANDY, THOUGHTS? 22

23

24 ANDREW FREMIER: I'M BASICALLY GOOD WITH IT. I THINK IT'S A
25 GOOD PIECE OF WORK. I WAS INTERESTED IN THE CHARTER PURPOSE,

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ONE OF THE ITEMS WAS BETTER DEFINE THE RELATIONSHIP BETWEEN 1 2 RNM COUNCIL AND RNM COMPONENTS AND EXISTING STRUCTURES BUT I 3 DON'T REALLY SEE IT IN THE WORK PLAN. I BELIEVE THIS QUESTION OF HOW WE BECOME EFFICIENT IN RUNNING ALL COMPONENTS AND 4 5 EXISTING STRUCTURES IS IMPORTANT. 6 7 CHAIR, BOB POWERS: YEAH. 8 ANDREW FREMIER: SO, I WOULD LIKE TO SEE THAT HIGHLIGHTED IN 9 THE ACTUAL WORK PLAN ESPECIALLY SINCE IT'S IDENTIFIED IN THE 10 CHARTER PURPOSE NUMBER THREE. BUT OTHERWISE, I THINK IT'S A 11 FINE PIECE OF WORK. 12 13 CHAIR, BOB POWERS: GOOD COMMENTS. THANKS, ANDY. DENIS? 14 15 16 DENIS MULLIGAN: THERE'S A LOT HERE. STILL DIGESTING IT ALL. THANKS TO STAFF FOR ALL THE WORK. 17 18 CHAIR, BOB POWERS: JEFF? 19 20 JEFFREY TUMLIN: I MOSTLY WANT TO THANK ALL THE AGENCY STAFF, 21 ESPECIALLY OUR EXECUTIVE DIRECTOR, MELANIE CHOY FOR HER HARD 22 WORK PUTTING TOGETHER THE WORK PROGRAM. WE'RE GOING TO BE 23 JUDGED ON THIS COUNCIL ON THE WORK WE ACHIEVED, NOT WHAT WE 24

TALK ABOUT. THE WORK PROGRAM, I WANT TO MAKE SURE WE STAY

28

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FOCUSED ON AND CONTINUE TO CONTRIBUTE RESOURCES, NOT ONLY 1 STAFF RESOURCES AT MTC BUT CONTINUE TO USE OUR OWN STAFF TO 2 3 MAKE SURE THEY'RE SUPPORTING MELANIE AND THAT WE'RE DELIVERING ON THIS PROGRAM. I'M EAGER TO HAVE ONGOING CONVERSATION ABOUT 4 5 REPRESENTATION. I THINK TO DATE WE HAVE BEEN EFFECTIVE MOVING FORWARD WITH UNANIMITY EVEN MORE THAN CONSENSUS. BECAUSE WE 6 KNOW WE HAVE TO BE IN AGREEMENT ON THIS IN ORDER TO GET THE 7 8 WORK DONE. THE WORK GETS HARDER AS WE MOVE ALONG. I WANT TO HAVE A CONVERSATION THAT ALL VOICES ARE REPRESENTED AND HEARD, 9 THAT EVERYTHING THAT WE DO HAS TO COME OUT OF COMPROMISE. 10 BECAUSE WE HAVE MANY DIFFERENT PERSPECTIVES. BUT AT THE SAME 11 TIME, HOW DO WE MAKE SURE OUR RIDERS ARE ALSO HEARD. 12

13

14 CHAIR, BOB POWERS: SURE. MICHELLE?

15

16 MICHELLE BOUCHARD: GREAT. AGAIN, I WOULD LIKE TO COMMEND, MELANIE, YOU AND THE WHOLE TEAM, FOR, REALLY, A GOOD BODY OF 17 WORK. I THINK TOTALLY APPRECIATE THE FACT THAT THIS IS 18 ITERATIVE. AND I THINK THIS IS A REALLY IMPORTANT MILESTONE 19 TODAY, SO WE CAN REALLY START MOVING FORWARD ON PROGRESS ON 20 21 THE WORK PLAN. I DO WANT TO SAY THAT I THINK ONE OF THE THINGS THAT WE HAVE HIGHLIGHTED QUITE A BIT IN THE PROCESS OF SETTING 22 UP THIS FRAMEWORK IS, YOU KNOW, WE DON'T DO A GREAT JOB MUCH 23 EXPLAINING ALL THE GOOD THAT WE'RE DOING, OR ALL OF THE 24 EFFORTS THAT WE'RE MAKING. AND, SO WITH RESPECT TO THAT, I 25

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THINK THE ESTABLISHMENT OF CLEAR KPIS ARE GOING TO BE
 IMPORTANT. I KNOW A LOT OF WHAT WE'RE DOING HERE CAN BE
 PERCEIVED AS EQUAL TASTE, BUT TO THE DEGREE WE CAN FIGURE OUT
 HOW TO MEASURE AND REPORT ON IT, WE'LL BE ABLE TO SHOW
 SUCCESSES. SO, AND, CERTAINLY, TOTALLY AGREE THAT OUR STAFFS
 NEED TO BE IN ARM IN ARM WITH MTC STAFF TO CONTINUE THE GOOD
 WORK THAT'S BEING DONE. SO, THANK YOU.

8

9 CHAIR, BOB POWERS: CAROLYN?

10

CAROLYN M. GONOT: I WANT TO THANK MTC STAFF AND AGENCIES FOR 11 SUPPORTING SOME OF THE WORK THAT'S BEING DONE, AND OTHERS IN 12 THIS ROOM. IT'S AN AMBITIOUS WORK PLAN, GOING ON TWO YEARS. 13 IT'S INTERESTING, IN PUBLIC COMMENT ADINA MENTIONED HAVING 14 15 SCHEDULES AND TRYING TO FOLLOW THOSE. I THINK IT WILL HELP. 16 BUT WE WILL HAVE TO MONITOR WHERE THAT'S AT AND MAKING SURE WE'RE MAKING THE RIGHT DECISIONS ABOUT WHAT WE PRIORITIZE. AND 17 THE OTHER THING I WANT TO MAKE SURE IS THAT I APPRECIATE ANDY 18 FREMIER'S COMMENT. YOUR COMMENT ABOUT EFFICIENCIES AMONG STAFF 19 AND ORGANIZATIONS AND EVERYTHING, BECAUSE I EVEN GET CONFUSED. 20 I THINK SOME OF THE EFFORT, I UNDERSTAND IS REALLY FOCUSED ON 21 CUSTOMER EXPERIENCE AND MAKING SURE WE CAN GET TO THE RIDERS. 22 I THINK THERE IS ALSO THOSE EFFICIENCIES THAT WE GET LOST A 23 LITTLE BIT IN WHAT -- I THINK SOME THINGS THAT WE WERE LOOKING 24 25 AT WERE EFFICIENCIES WITHIN THE REGION, MAYBE, IN OUR



RESOURCES, WHICH I DO NOT THINK REALLY GETS MENTIONED AS MUCH. 1 2 THERE WAS A SMALL PHRASE ABOUT COORDINATING THEM OR SOMETHING. 3 BUT IT SEEMS LIKE WE'RE ADDING MORE AND NOT REALLY DEALING WITH THE EFFICIENCY THAT COULD HAPPEN, WHAT WE'RE DOING TODAY. 4 5 AND I AM NERVOUS A LITTLE BIT WE MIGHT BE ADDING MORE EFFICIENCIES IN NEW ITEMS BUT NOT DEALING WITH THE 6 EFFICIENCIES WE NEED IN DEALING WITH OPERATORS AND WHAT WE DO 7 8 TODAY. THERE NEEDS TO BE A LOOK AT THAT AS WELL. I APPRECIATE THAT. THANKS. 9

10

11 CHAIR, BOB POWERS: GOOD COMMENTS, CAROLYN. BILL?

12

BILL CHURCHILL: THANK YOU, CHAIR POWERS. EXCUSE ME. I'M LOSING 13 MY VOICE. I DID WANT TO EXPRESS DEEP GRATITUDE FOR ALL THE 14 STAFF AND MTC AND PUTTING ALL THIS TOGETHER. IT IS A 15 16 TREMENDOUS AMOUNT OF WORK. AND I DON'T THINK WE AS A GROUP, AS A BODY WILL BE ABLE TO EFFECTIVELY MOVE FORWARD WITHOUT THAT 17 STAFF WORK CONTINUING TO WORK TOGETHER IN THE WAY THAT THEY 18 HAVE TODAY. THE OTHER THING I HAVE APPRECIATED ABOUT THE 19 OPERATOR STAFF IS THEY HAVE BEEN GREAT IN TRYING TO KEEP US 20 21 INFORMED, AS TO WHAT'S GOING ON EACH STEP OF THE WAY THROUGH OUR GENERAL MANAGERS MEETINGS. SO THAT HAS BEEN HELPFUL, AT 22 LEAST FOR ME AND UNDERSTANDING WHERE WE'RE AT, WHERE WE'RE 23 GOING, AND WHAT THIS IS GOING TO LOOK LIKE. I ALSO THINK IT'S 24 IMPORTANT TO REMIND, MAYBE, ALL OF US, AND THE GENERAL PUBLIC 25

LISTENING, THAT JUST THIS BODY, ITSELF, DOES REPRESENT A 1 COMPROMISE BETWEEN LARGE AND SMALL OPERATORS. WE HAVE COME 2 3 TOGETHER, IN A WAY AND AGREED TO WHAT THIS STRUCTURE IS, AND WE BELIEVE THAT THIS STRUCTURE IS SOMETHING THAT WILL PRESERVE 4 5 WHEN WE HAVE IN THE REGION, AND MOVE IT FORWARD AND MAKE IT MORE EFFECTIVE. AND SO, I WANT TO GIVE THAT ASSURANCE THAT THE 6 LISTENING PUBLIC THAT THAT IS WHAT THIS IS AND THAT WE ARE 7 8 WORKING IN THE A VERY EFFECTIVE WAY TO MAKE IMPROVEMENTS TO OUR CUSTOMERS. AND ONE THING I THINK THAT BOTH MICHELLE AND 9 CAROLYN HAVE TOUCHED ON, IN GENERAL, WE DON'T DO A VERY GOOD 10 JOB OF EITHER LISTENING OR TELLING THE PUBLIC WHAT IT IS, WHAT 11 IS HAPPENING. AND I THINK THIS BODY NEEDS TO SPEND SOME TIME 12 THINKING ABOUT HOW DO WE COMMUNICATE THE PROGRESSES THAT WE 13 HAVE MADE AS WE MOVE FORWARD, TO THE GENERAL PUBLIC, AND THEN 14 15 HOW DO WE GET THEIR FEEDBACK TO KNOW AND UNDERSTAND WHETHER 16 WE'RE DOING THE RIGHT THING AND GOING IN THE RIGHT DIRECTION. SO, WE NEED TO BE SURE THAT WE'RE SPENDING TIME LISTENING TO 17 WHAT THE GENERAL PUBLIC WANTS AND NEEDS BEFORE WE START 18 DEVELOPING WHATEVER THE SOLUTIONS WE THINK THEY NEED TO HAVE. 19 THOSE ARE MY COMMENTS. THANK YOU. 20

21

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22 CHAIR, BOB POWERS: EXCELLENT, BILL. MICHAEL?

23

24 MICHAEL HURSH: EVERYONE HAS BEEN SO ELOQUENT. I WANT TO
25 UNDERLINE A FEW PONDS SINCE FIRST TODAY MTC REGULAR STAFF AND

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METROPOLITAN
 TRANSPORTATION
 COMMISSION
 Meeting Transcript

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TRANSIT AGENCY STAFF LITERALLY THOUSANDS OF HOURS THAT HAVE 1 GONE INTO GETTING US WHERE WE ARE TODAY, THIS IS A MONUMENTAL 2 3 DAY, I CAN'T HELP BUT REFLECT, I SEE STEVE K IN THE AUDIENCE, AND THE LEADERSHIP OF THE BLUE RIBBON TASK FORCE AND THE 4 5 COMMISSION'S LEADERSHIP IN THE TASK FORCE IN THE DARK DAYS DURING THE PANDEMIC WHERE WE ARE TODAY I WANT TO YOUR 6 KNOWLEDGE US TO NOT LOSE SIGHT OF THE IMPORTANCE OF EQUITY, 7 8 AND IMPORTANCE OF OUR EMPLOYEES, DEMONSTRATED TRUE HONEYMOONER, AND THE FRONTLINE WORKERS THAT TREADED, RIDERS 9 WHO HAD NO CHOICE DURING THE PANDEMIC, AND THE RIDERS AND 10 PUBLIC ALWAYS INCLUDED IN CONSIDERATION, AND RIDERS RIDING THE 11 SYSTEM AT 2:00 A.M. IN THE POURING RAIN, AND REMEMBERING EVERY 12 RIDER AND TAKE ALL OF THEIR INPUT INTO CONSIDERATION AS WE 13 DELIBERATE AND MOVE FORWARD. AND FINALLY I WOULD CONGRATULATE 14 15 THE CHAIR AND VICE CHAIR ON A REMARKABLE AND IMPORTANT 16 COMMITTEE TO REALLY TRANSFORM PUBLIC TRANSIT IN THE BAY AREA THERE IS SO MUCH OPPORTUNITY. LASTLY I'LL UNDERLINE BILL'S 17 COMMENT OF WE NEED TO PUBLICIZE THE GOOD WORK GOING ON, THANKS 18 TO STAFF AND LET'S NOT FORGET THE INDIVIDUAL RIDER. I LOOK 19 FORWARD TO THE WORK THAT WE'RE ABOUT TO REALLY DIG IN AND 20 21 ACCOMPLISH. THANKS, MR. CHAIR FOR THE OPPORTUNITY TO COMMENT. 22 23 CHAIR, BOB POWERS: YES, OF COURSE. VERY KIND WORDS, MIKE. VERY

24 THOUGHTFUL. GOING TO NANCY, MELANIE, AND WRAP UP WITH MYSELF.

NANCY WHELAN: THANK YOU. I'LL ADD MY THANKS TO STAFF AND THE 1 WORK THAT'S BEEN DONE BY EVERYBODY WHO PARTICIPATED IN PUTTING 2 3 THIS TOGETHER. IT'S CLEAR AND EASY TO FOLLOW. YOU HAVE DONE A GREAT JOB. I APPRECIATE THAT. I HAVE TWO COMMENTS. COUPLE 4 5 THINGS. ONE IS TO UNDERSCORE KPIS IN TERMS OF HOW WE'RE SERVING RIDERS, AND ESPECIALLY FOR RIDERS, AS MIKE WAS SAYING, 6 WHO DON'T HAVE A CHOICE. LOOKING AT HOW WE CAN PROVIDE THAT 7 8 MEASURABLE INFORMATION THAT IS GOING TO BE PART OF OUR STORY, TELLING OUR STORY. I'M PARTICULARLY INTERESTED IN THAT. AND 9 10 LASTLY, MORE OF A COMMENT ON THE VOTING AND REPRESENTATION THAT, I GOT A QUESTION, IN FACT, FROM THE SLIDES THAT WAS 11 ABOUT WHETHER OR NOT THE THREE SMALLER AND MEDIUM SIZE 12 OPERATORS WERE ONE VOTE. AND I THINK IT WAS JUST BECAUSE OF 13 THE WAY IT WAS PRESENTED AND JUST TO CLARIFY, THAT THAT IS 14 THREE SEPARATE VOTES FOR THE SMALL AND MEDIUM OPERATORS. 15

16

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MELANIE CHOY: CORRECT. THAT IS THREE INDIVIDUAL VOTES. EVERY
SINGLE COUNCIL MEMBER, ALL -- THERE WILL BE 11 VOTES, AND
THERE ARE 11 COUNCIL MEMBERS.

20

21 NANCY WHELAN: GREAT. THANK YOU.

22

23 CHAIR, BOB POWERS: SHAMUS.

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SPEAKER: THANKS TO ALL STAFF AT MTC AND STAFF WE HAVE GONE 1 FROM MOVING FROM CRISIS TO MODE TO CRISIS MODE AND MAKING SURE 2 3 THE REGION HAS HAD THE RESOURCES THAT WE NEED TO MAINTAIN SERVICE AND BRING SERVICE BACK AND EVEN POSITION US TO BE ABLE 4 5 TO TALK ABOUT DOING SOME NEW THINGS MOVING FORWARD TO MAKE TRANSIT ACROSS THE REGION BETTER. THIS IS AN OPPORTUNITY FOR 6 US TO DEMONSTRATE THAT WE'RE LISTENING NOT JUST TO OPERATORS 7 8 BUT TO THE BROADER PUBLIC. AND I THINK THE PUBLIC HAS BEEN WAITING FOR US TO GET TO THIS POINT FOR OUITE SOMETIME. YOU 9 10 REMINDED ME IN THE PRESENTATION THAT WE HAD A TAP TWO-YEAR STATUS UPDATE THAT WE'RE GOING TO BE WORKING TOWARDS. I HOPE 11 WE'LL BE ABLE TO TALK ABOUT PROGRESS THAT WE HAVE MADE AND 12 BEING ABLE TO ADD SOME THINGS TO THE TRANSFORMATION ACTION 13 PLAN WHEN WE GET TO THAT POINT. 14

15

16 CHAIR, BOB POWERS: THANKS, SHAMUS. MILLIE?

17

SPEAKER: I WANT TO LIFT UP A WORD. SOMEBODY USED THE WORD 18 TANGIBLE. IT'S IMPORTANT THAT WE STRIVE FOR EVERY WORK PLAN 19 ITEM, EVERY INITIATIVE TO REALLY HAVE SOMETHING YOU THAT 20 CUSTOMERS CAN FEEL AND EXPERIENCE. SO, I THINK IT IS IMPORTANT 21 TO INVEST IN STRONG COMMUNICATIONS AND MARKETING AROUND ALL OF 22 THE WORK THAT WE'RE DOING. THAT IS VERY IMPORTANT, BUT ALSO 23 ASKING OURSELVES AT EVERY STEP, IS THIS AN EFFORT THAT PEOPLE 24 CAN REALLY EXPERIENCE THAT THEY'RE GOING TO BE ABLE TO FEEL 25

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AND MAKE TANGIBLE FOR THEM. BECAUSE THAT'S THE BEST
 COMMUNICATION WE CAN DO IS MAKING SURE THEY EXPERIENCE
 SOMETHING BETTER TOMORROW THAN THEY HAD TODAY. SO, THAT'S WHAT
 I WANTED TO OFFER.

5

CHAIR, BOB POWERS: EXCELLENT. A COUPLE OF COMMENTS FROM ME, 6 MELANIE AND ALLISON. FIRST, I WANT TO ECHO EVERYBODY'S 7 8 COMMENTS HERE AND ASSOCIATE MYSELF WITH THOSE COMMENTS. IT'S A NICE PIECE OF WORK. IT'S A LONG TIME COMING AND WE'RE HERE NOW 9 10 AND WE NEED TO SEIZE THE MOMENT AND START DELIVERING FOR THE BAY AREA. THANK YOU FOR YOUR LEADERSHIP. AND CONGRATULATIONS, 11 MELANIE, ON YOUR NEW ROLE. BUT THREE POINTS FOR YOU TO THINK 12 ABOUT OVER THE NEXT COUPLE OF WEEKS. YOU HAD A SLIDE UP THERE, 13 MELANIE, ON YOUR HALF OF THE DECK THAT SOMEHOW COUPLED THE 14 15 CHARTER WITH THE WORK PLAN. AND I SAT HERE AND LISTENED TO 16 THAT, I'M LIKE, NO. I'M NOT SO SURE THE WORK PLAN SHOULD BE PART OF THE CHARTER. RIGHT? THE CHARTER SHOULD BE THE CHARTER 17 ON THE MECHANICS OF THIS COUNCIL, RIGHT. AND THE WORK PLAN IS 18 THE STANDALONE THING. SO, I THINK IT WAS ON SLIDE 6. I DON'T 19 KNOW IF THAT WAS THE INTENTION OR NOT, BUT THINK THAT THROUGH 20 A BIT. TO ME, IT'S THE CHARTER, THEN THE WORK PLAN. THE SECOND 21 ONE WAS ALLISON'S DECK. THE -- IT WAS CLEAR, AT THE NEXT 22 MEETING, WHICH WAS OF THE 18th OF DECEMBER, SOMETHING LIKE 23 THAT, THAT THE WORK PLAN WAS GOING TO COME BACK TO THIS GROUP 24 25 AS AN ACTION ITEM. IT IS UNCLEAR TO ME, AND I WENT THROUGH --

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I HAD TO USE MILLIE'S POWERPOINT HERE, THE -- WHAT HAPPENS 1 2 WITH THE CHARTER, ALLISON? DOES THIS BODY APPROVE THE CHARTER? 3 I KNOW IT GOES TO THE COUNCIL AND THAT, BUT AT SOME POINT DOES THIS BODY TAKE AN ACTION ITEM ON THE CHARTER? I'LL GIVE YOU 4 5 THE ANSWER IF YOU WANT. BUT I -- TO ME, IT WAS UNCLEAR, AND I JUST WANTED TO GIVE YOU THE OPPORTUNITY TO CLARIFY. 6 7 8 SPEAKER: SURE. THE CHARTER IS UP FOR DISCUSSION BY THIS BODY TODAY, AND THEN WE WILL PRESENT IT TO THE RNM COMMITTEE AT 9 NEXT MONTH'S MEETING, AND THEY'LL REFER IT TO THE COMMISSION 10 LATER THAT MONTH. 11 12 CHAIR, BOB POWERS: RIGHT. BACK TO MY QUESTION. 13 14 SPEAKER: IT WILL NOT BE GOING BACK TO THIS BODY FOR APPROVAL. 15 16 ALIX BOCKELMAN: CHAIR POWERS? ALIX BOCKELMAN. 17 18 CHAIR, BOB POWERS: HELLO ALIX. 19 20 ALIX BOCKELMAN: GOOD AFTERNOON. I WANT TO GIVE A BIT OF 21 BACKGROUND. SINCE THE COMMISSION IS CREATING THE RNM COUNCIL, 22 THE COMMISSION WOULD BE APPROVING THE CHARTER. OBVIOUSLY WE 23 WANTED TO GET INPUT FROM THIS GROUP. THAT IS SIMILAR TO HOW 24 THE COMMISSION ALSO APPROVES THE CHARTER FOR THE POLICY 25

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ADVISORY COUNCIL, ET CETERA. SO, WE ARE, SORT OF, FOLLOWING, SORT OF -- THAT'S -- YOU KNOW, STANDARD PROTOCOL. HOWEVER, AND I THINK RELATED TO YOUR OTHER COMMENT, WHILE THE CHARTER CALLS FOR A WORK PLAN, THIS BODY, THE COUNCIL, WOULD HAVE COMPLETE RESPONSIBILITY FOR APPROVING ITS WORK PLAN.

6

7 CHAIR, BOB POWERS: YEAH.

8

9 ALIX BOCKELMAN: SO JUST TO MAKE THAT CLEAR.

10

CHAIR, BOB POWERS: THAT'S CRYSTAL CLEAR. AND JUST SOMETHING 11 FOR YOU TO THINK ABOUT ALIX, DOES IT MAKE SENSE -- I GET THE 12 COMMISSION IS GOING TO ADOPT THE CHARTER, I GET ALL THAT. BUT 13 SHOULD THIS BODY ALSO ADOPT THE CHARTER AS WELL? I THINK IT'S 14 15 SOMETHING YOU AND MELANIE COULD THINK THROUGH. YOU ASKED FOR 16 INPUT ON THE CHARTER AND WE'RE NAVIGATING THAT DISCUSSION 17 RIGHT NOW, DOES IT AT SOME POINT COME BACK TO THIS BOARD A SECOND TIME? SO, IT'S JUST SOMETHING FOR SOME OBSERVATIONS FOR 18 YOU AND FOR MELANIE TO THINK ABOUT. AND THEN THE LAST ITEM, I 19 WOULD THINK, IS I DO WANT TO DOUBLE DOWN ON THE PERFORMANCE 20 21 METRICS. AND I'LL ALL ABOUT ACCOUNTABILITY. AND MELANIE, MAYBE YOU CAN WORK WITH ALLISON AND NAVIGATE, YOU KNOW, MAYBE WE 22 SHOULD HAVE SOME KIND OF OUARTERLY COLLECT-INS, WHERE, WHERE 23 WE ARE ON THE WORK PLAN. I THINK THE LAST THING, I THINK, THAT 24 WE WANT TO TRY TO NAVIGATE IS SOMETHING THAT WE DON'T KNOW IS 25

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BEHIND SCHEDULE, RIGHT, AND WE GET THROUGH THE EIGHT MONTHS 1 THROUGH THE FISCAL YEAR AND ALL OF A SUDDEN WE'RE HAVING SOME 2 3 DISCUSSION OF SOME INITIATIVES IN OUR WORK PLAN THAT'S BEHIND SO MAYBE WE HAVE SOME KIND OF OUARTERLY CHECK-IN REPORT CARD 4 5 OF HOW WE'RE DOING COMPARED TO THE WORK PLAN WOULD BE HELPFUL TO THIS COUNCIL. ANYWAY JUST FOR YOUR CONSIDERATION OVER THE 6 NEXT FEW WEEKS HERE. OTHER COMMENTS FROM COMMITTEE MEMBERS? 7 8 ANY FOLLOW-UPS? ANYBODY? OKAY. HOW ABOUT BACK TO -- MELANIE, DID YOU AND ALLISON -- DID YOU FEEL LIKE YOU HAVE GOTTEN SOME 9 PRETTY GOOD FEEDBACK FROM THE COUNCIL MEMBERS HERE? 10

11

12 MELANIE CHOY: YES. IT WAS GREAT DISCUSSION AND WE GOT GREAT 13 CONCRETE FEEDBACK FROM MANY OF YOU. WE'LL TAKE -- I THINK WE 14 HAVE HEARD LOUD AND CLEAR, KPIS ARE IMPORTANT, ACCOUNTABILITY 15 IS IMPORTANT AS WELL. SO WE'LL TAKE THESE COMMENTS BACK AND 16 INCORPORATE IT INTO SOME OF THE WORK THAT WE PRESENT TO YOU 17 NEXT MONTH.

18

19 CHAIR, BOB POWERS: YEAH. CAROLYN? VTA.

20

21 CAROLYN M. GONOT: JUST A QUICK STATEMENT ON PROCESS, IS THE22 CHARITY COMING BACK NEXT MONTH OR NOT?

23

24 MELANIE CHOY: THE CHARTER IS NOT INTENDED TO COME BACK HOWEVER25 BASED ON DISCUSSION HERE ALIX AND WE WILL TALK ABOUT THIS

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AFTER THE MEETING BIOTIC BICYCLE WOULD RECOMMEND FOR 1 EFFICIENCY THAT WE DON'T BRING THE CHARTER BACK AND WE HAVE 2 3 THE COMMISSION APPROVE THE CHARTER. OBVIOUSLY WE WANT YOUR INPUT ON THE CHARTER AND ESPECIALLY IF THERE ARE CONCERNS 4 5 ABOUT ANYTHING IN THE CHARTER, I THINK WE WANT TO HEAR FROM YOU TODAY BUT BACK TO THE POINT OF BEING EFFICIENT, I THINK 6 THE COMMISSION WOULD APPROVE THE CHARTER AND YOU ALL WOULD BE 7 8 VERY FOCUSED ON THE WORK PLAN AND GETTING TO WORK ON DELIVERING THE WORK PLAN. 9

10

CAROLYN M. GONOT: SINCE THIS MIGHT BE MY LAST OPPORTUNITY TO 11 ASK, IF I DO NOT KNOW, CAN I ASK SOMETHING ON THE COUNCIL 12 MEMBERSHIP AND THE ROLES WHICH I UNDERSTAND WHERE WE'RE AT BUT 13 THE CHARTER IS VERY SPECIFIC THAT IT'S THE GOLDEN GATE BRIDGE, 14 15 YOU KNOW, WHO EACH OF THE MEMBERS ARE, THEN THREE GENERAL MANAGERS, FOR EXAMPLE, GOLDEN GATE BRIDGE OR WHATEVER THEN I 16 17 WAS WONDERING IT SAYS COUNCIL MEMBER SHALL BE RATIFIED BY THE RNM COUNCIL BY THE MTC COMMISSION DOES THAT MEAN JUST ONCE 18 THAT THESE ARE -- OR IS IT WHEN ANY OF THE THREE OPERATORS 19 CHANGE OR WHEN ONE OF US RETIRES OR SOMEBODY ELSE REPLACES US? 20 21 DO THEY HAVE TO KEEP RATIFYING IT OR JUST ONCE AS PART OF THE 22 CHARTER.

23

24 ALIX BOCKELMAN: THE WAY IT'S WRITTEN IS THE PERSON WHO SERVES 25 AS THE CEO OR GENERAL MANAGER IN LARGE OPERATORS SO IF ONE OF

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YOU GOES OFF TO A DIFFERENT JOB, THERE WOULD NOT NEED TO BE A 1 CHANGE AND WE SPECIFICALLY DID NOT PUT THE NAMES OF THE 2 3 CURRENT SMALL OPERATORS SO THAT COULD EVOLVE. STILL IF THE COMMISSION NEEDS AT SOME POINT TO MAKE CHANGES TO THE 4 5 MEMBERSHIPS THERE IS AN ATTACHMENT TO THE RESOLUTION THEY COULD DO THAT BUT THIS WAS WRITTEN TO EVOLVE TO AVOID REGULAR 6 7 REVISIONS. 8 CHAIR, BOB POWERS: OKAY. ARE YOU GOOD? 9 10 CAROLYN M. GONOT: YEP. 11 12 CHAIR, BOB POWERS: ANY OTHER COMMENTS ON THIS? OKAY. AGAIN, 13 ALLISON AND MELANIE, NICE WORK. ALL RIGHT WE'RE GOING TO GO TO 14 OUR INITIAL DIRECTORS REPORT. YOUR FIRST OPPORTUNITY HERE AS 15 16 THE DIRECTORS REPORT IN FRONT OF THE COUNCIL HERE. SO, MELANIE, THE FLOOR IS ALL YOURS. 17 18 MELANIE CHOY: GREAT. THANK YOU. CHAIR POWERS I'LL BE VERY 19 BRIEF SINCE WE'RE NEAR ON TIME, BUT I AM HONORED TO BE 20 SELECTED AS THE FIRST RNM DIRECTOR. I ALSO LOOK FORWARD TO 21 WORKING WITH EACH OF YOU, AS WELL AS WITH THE COMMISSION, THE 22 RNM COMMITTEE, AND THE CUSTOMER ADVISORY GROUP. AND, ALSO, OF 23 COURSE, THE STAFF FROM ALL THE AGENCIES. SO, DURING THESE 24 MEETINGS, AT THE ENDS OF EACH MEETING, I PLAN TO PROVIDE YOU, 25

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TO OFFER CONTEXT UPDATES ON THE RECENT RNM ACTIONS AS WELL AS 1 KEY NEXT STEPS. ON THE HORIZON IN DECEMBER AT OUR FUTURE 2 3 MEETING AS MENTIONED EARLIER IS AN UPDATE ON OUR TRANSIT PRIORITY WORK AS WELL AS OVERALL UPDATE ON THE ACTION PLAN. 4 5 THAT WILL BE COMING BEFORE YOU IN THE COMING MONTHS AND THEN ONE THING I WANT TO HIGHLIGHT IS ON DECEMBER 12TH, WE ARE 6 HOSTING A TRANSIT PRIORITY POLICY WORKSHOP, AND THAT WILL BE 7 8 IN OAKLAND TO KICKOFF A TRANSIT PRIORITY POLICY. AFTER THE WORKSHOP, THERE WILL ALSO BE AN OPTIONAL TOUR THAT MIKE 9 HURSH'S AGENCY IS ALSO HOSTING FOR US ON THE RECENTLY 10 IMPLEMENTED TEMPO BRT SERVICE. SO WE'RE VERY EXCITE ABOUT 11 THAT. WITH THAT I WILL KEEP IT BRIEF AND SAY THANK YOU FOR 12 THIS VERY FIRST MEETING AND I LOOK FORWARD TO WORKING WITH ALL 13 14 OF YOU.

15

16 CHAIR, BOB POWERS: THANK YOU MELANIE. MADAM CLERK, PUBLIC17 COMMENT ON THIS ITEM EITHER IN THE ROOM OR VIRTUAL?

18

19 CLERK, WALLY CHARLES: THERE ARE -- [INDISCERNIBLE]

20

CHAIR, BOB POWERS: OKAY. THANK YOU MADAM CLERK. COUNCIL
MEMBERS, ANY COMMENTS ON THE DIRECTORS' FIRST REPORT? NOT
SEEING ANY. MADAM CLERK, AGENDA ITEM SIX IS PUBLIC COMMENT ON
ANY OTHER BUSINESS? DO WE HAVE PUBLIC COMMENT?



CLERK, WALLY CHARLES: WE HAVE ONE ONLINE. AND THERE IS NOBODY 1 2 IN THE ROOM. 3 CHAIR, BOB POWERS: OKAY. 4 5 CLERK, WALLY CHARLES: ALETA DUPREE, PLEASE UNMUTE YOURSELF. 6 7 8 SPEAKER: THANKS AGAIN CHAIR, BOB POWERS AND MEMBERS. A LITE D FOR THE RECORD SHE AND HER. THANK YOU FOR THE PRESENTATION. 9 THIS WAS GROUNDBREAKING WORK. IT'S GOOD TO BE PART OF THE 10 INAUGURAL MEETING. THIS IS VERY IMPORTANT, VERY COMPLEX JUST 11 LIKE FARE INTEGRATION. IT'S MURKY IN THE BEGINNING BUT I KNOW 12 IT WILL BECOME CLEAR OVER TIME. BUT I THINK THE IMPORTANCE OF 13 NETWORKS, SOMA CITIES, LIKE DENVER, DEAL WITH ONE AGENCY, ONE 14 15 SYSTEM, ONE APP, AND ONE SET OF WAYFINDING, ET CETERA. BUT 16 EVEN IN PLACES LIKE NEW YORK, I RAN ACROSS A NUMBER OF DIFFERENT SYSTEMS, AND IN NEW YORK, I HAVE BEEN KNOWN TO SPEND 17 TIME IN THREE STATES IN THE COURSE OF A SINGLE DAY, START OFF 18 IN NEW JERSEY, GO TO NEW YORK, THROUGH NEW YORK, AND GO UP TO 19 STANFORD CONNECTICUT AND HAVE LUNCH AND SEE STANFORD TOWN 20 21 CENTER ET CETERA. SO HOW DO WE BRING ABOUT CONSENSUS, WITH THE NETWORKS WE HAVE 27 DIFFERENT SYSTEMS THEY ALL HAVE DIFFERENT 22 ROLES AND IDEAS SEEMS LIKE HERDING CATS BUT WE HAVE BEEN ABLE 23 TO DO IT WITH CLIPPER AND FARE INTEGRATION AND THIS IS 24 EVOLUTION BUILDING BETTER TRANSIT. BECAUSE I WANT MORE PEOPLE 25

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TO GET ON THE BUSES AND THE TRAINS, ESPECIALLY WHEN I SEE THE 1 TRAFFIC OUT ON THE HIGHWAY. AND MY RÉSUMÉ ON TRANSIT IN 2 CALIFORNIA ONLY GOES BACK ABOUT 20 YEARS. BUT I SHARE WITH YOU 3 53 YEARS OF USING THE NEW YORK CITY SUBWAY, WHICH I AM SURE 4 5 MOST IF NOT ALL OF YOU HAVE ACTUALLY GOTTEN TO SEE. THIS NOT NEW FOR YOU. SO, I LOOK FORWARD TO YOUR FUTURE MEETINGS AND 6 7 ACTION AS THIS WILL HAPPEN OVER TIME. I APPRECIATE IT. 8 9 CLERK, WALLY CHARLES: THANK YOU. THERE ARE NO OTHER SPEAKERS. 10 11 CHAIR, BOB POWERS: THANK YOU MADAM CLERK. THAT BRINGS US TO AGENDA ITEM NUMBER SIX. THIS IS ADJOURNMENT AND THE NEXT 12 MEETING. SO THE NEXT MEETING IS SCHEDULED FOR MONDAY DECEMBER 13 18TH AT 11:30 AND IT WILL BE IN THE BART BOARDROOM AT BART 14 HEADQUARTERS IN OAKLAND. AND IF THERE IS ANY CHANGES TO THAT, 15 16 WE'LL CERTAINLY NOTIFY THE PUBLIC AND THE COLONEL MEMBERS HERE BUT WE'RE ALL SET FOR MONDAY DECEMBER 18TH AT THE BART 17 BOARDROOM. SO WITH THAT, THIS MEETING IS ADJOURNED. THANK YOU, 18 19 ALL. [ADJOURN]

