



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

Friday, February 23, 2024

1:00 PM

Board Room - 1st Floor

The Regional Network Management Customer Advisory Group is scheduled to meet on Friday February 23, 2024 at 1:00 p.m.

This meeting shall consist of a simultaneous teleconference call at the following location(s):
500 metros, Este del Canopy, Calle, Montezuma-Delicias Rd, Provincia de Puntarenas, Montezuma, 60111, Costa Rica

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/89140000203>

iPhone One-Tap: US: +13462487799,,89140000203# US (Houston)
+16694449171,,89140000203# US

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: 891 4000 0203

International numbers available: <https://bayareametro.zoom.us/j/89140000203>

Detailed instructions on participating via Zoom are available at:

<https://bayareametro.zoom.us/j/89140000203>

<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 day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances, there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

Clerk: Wally Charles

Roster

Adina Levin, Chair; Warren Cushman, Vice Chair

Bob Allen, Hillary Brown, Zack Deutsch-Gross, Anne Olivia Eldred, Dylan Fabris, Gerry Glaser, Ian Griffiths, Dwayne Hankerson, Wendi Kallins, Corina Lieu, Emily Loper, Emily Martinez, Sebastian Petty, Phillip Pierce, Terry Scott, Brian Stanke, and Amy Thomson

1. Call to Order / Roll Call / Confirm Quorum

- Present:** 13 - Chair Levin, Vice Chair Cushman, Member Brown, Member Deutsch-Gross, Member Eldred, Member Fabris, Member Glaser, Member Griffiths, Member Hankerson, Member Kallins, Member Petty, Member Scott, and Member Stanke
- Absent:** 6 - Member Allen, Member Lieu, Member Loper, Member Martinez, Member Pierce, and Member Thomson

2. Compensation Announcement (Clerk)

3. Consent Calendar

Upon the motion by Member Eldred and seconded by Member Stanke, the Consent Calendar was unanimously approved. The motion carried by the following vote:

- Aye:** 12 - Chair Levin, Vice Chair Cushman, Member Deutsch-Gross, Member Eldred, Member Fabris, Member Glaser, Member Griffiths, Member Hankerson, Member Kallins, Member Petty, Member Scott and Member Stanke
- Absent:** 6 - Member Allen, Member Lieu, Member Loper, Member Martinez, Member Pierce and Member Thomson
- Abstain:** 1 - Member Brown

3a. [24-0221](#) Minutes of the January 26, 2024 Meeting

Action: Board Approval

Attachments: [3a_01_26_2024_RNM Customer Advisory Group Draft Minutes](#)

4. Approval

4a. [24-0223](#) Annual Work Plan Development

Proposed 2024 work plan for the Regional Network Management (RNM) Customer Advisory Group.

Action: Approval

Presenter: Ky-Nam Miller, MTC

Attachments: [4a Annual Work Plan Development](#)

The following individuals spoke on this Item:

Christine Fitzgerald, and Vinay Pimple

Upon the motion by Chair Levin and a second by Member Griffiths, the proposed 2024 work plan for the Regional Network Management Customer Advisory Group was approved with the following comments to be considered as the workplan is implemented:

- Emphasizing that the Transit Transformation Action Plan is a living document;
- The Group should be given every opportunity to weigh in early on projects and programs;
- The aim should be to advance a fully accessible transit system, lowering barriers at every opportunity;
- The Group wants to emphasize equitable efforts to survey and engage the public.

The motion carried by the following vote:

Aye: 13 - Chair Levin, Vice Chair Cushman, Member Brown, Member Deutsch-Gross, Member Eldred, Member Fabris, Member Glaser, Member Griffiths, Member Hankerson, Member Kallins, Member Petty, Member Scott and Member Stanke

Absent: 6 - Member Allen, Member Lieu, Member Loper, Member Martinez, Member Pierce and Member Thomson

5. Information

5a. [24-0303](#) Clipper START Pilot Program Update

Staff will provide an update on the Clipper START Pilot Program to grow and evolve the Program.

Action: Information

Presenter: Judis Santos, MTC

Attachments: [5a Clipper START Summary Sheet](#)
[5ai Clipper START Update Attachment A](#)
[5aii Attachment B](#)

The following individuals spoke on this Item:
Aleta Dupree, and Christine Fitzgerald.

5b. [24-0224](#) Fare Integration Updates

Progress update on the Clipper BayPass pilot and Reduce/No-Cost Transfer Policy.

Action: Information

Presenter: Terrence Lee, MTC and Michael Eiseman, BART

Attachments: [5b Fare Integration Update Memo](#)
[5bi Fare Integration Update Presentation Attachment A](#)

The following individuals spoke on this Item:
Aleta Dupree, and Christine Fitzgerald.

6. Public Comment / Other Business

The following individuals spoke on this Item:
Aleta Dupree.

7. Adjournment / Next Meetings

The next meeting of the Regional Network Management Committee Customer Advisory Group will be held on Friday, April 26, 2024 at 1:00 p.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA. Any changes to the schedule will be duly noticed to the public.