



METROPOLITAN TRANSPORTATION COMMISSION

Meeting Transcript



DECEMBER 13, 2024

REGIONAL NETWORK MANAGEMENT COMMITTEE

FRIDAY, DECEMBER 13TH, 2024, 12:00 PM

V. CHAIR, DAVID CANEPA: GREAT WELCOME TO THE REGIONAL NETWORK
MANAGEMENT COMMITTEE. I'M DAVID RABBITT SHARE ALONG WITH SUE
NOACK, VICE CHAIR. CALLING THE MEETING TO ORDER. ROLL CALL
PLEASE.

CLERK OF THE BOARD: THANK YOU. NOACK?

SUE NOACK: HERE.

CLERK OF THE BOARD: AHN?

EDDIE AHN: HERE.

CLERK OF THE BOARD: CANEPA?

V. CHAIR, DAVID CANEPA: HERE.

CLERK OF THE BOARD: EDISON, NON-VOTING?

SPEAKER: HERE.



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1 **CLERK OF THE BOARD:** GIACOPINI, NON-VOTING?

2

3 **DOREEN GIACOPINI:** HERE.

4

5 **CLERK OF THE BOARD:** MEMBER LEE, NON-VOTING?

6

7 **SPEAKER:** HERE.

8

9 **CLERK OF THE BOARD:** MAHAN? ABSENT. MOULTON PETERS?

10

11 **STEPHANIE MOULTON-PETERS:** HERE.

12

13 **CLERK OF THE BOARD:** SHAW, NON-VOTING? SPERING?

14

15 **JAMES P. SPERING:** HERE.

16

17 **CLERK OF THE BOARD:** WE HAVE A QUORUM.

18

19 **V. CHAIR, DAVID CANEPA:** THIS MEETING IS WEBCAST ON THE MTC WEB

20 SITE. MEMBERS OF THE PUBLIC PARTICIPATING BY ZOOM WISHING TO

21 SPEAK SHOULD USE THE RAISED HAND FEATURE. TELECONFERENCE

22 ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR

23 PHONE NUMBER. ROLL CALL VOTE TAKEN FOR ALL ACTION ITEMS TODAY.

24 WE'LL MOVE TO ITEM TWO, THE CONSENT CALENDAR. 2A AND 2B

25 MINUTES FROM PREVIOUS MEETING AND CONTRACT AMENDMENT FOR THE



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1 ON CALL BAY AREA TRANSIT COORDINATION STRUCTURE CONSULTANT
2 BENCH. LOOKING TO MY COLLEAGUES FOR QUESTIONS OR COMMENTS ON
3 THE CONSENT?

4

5 **SUE NOACK:** I'LL MOVE THE ITEM.

6

7 **SPEAKER:** SECOND.

8

9 **V. CHAIR, DAVID CANEPA:** MOTION AND SECOND. IS THERE ANYONE WHO
10 WOULD LIKE TO SPEAK ON THIS PARTICULAR ITEM.

11

12 **CLERK OF THE BOARD:** THERE ARE NO WRITTEN COMMENTS RECEIVED FOR
13 THIS ITEM, AND NO MEMBERS IN THE BOARDROOM WITH PUBLIC COMMENT
14 AND NO MEMBERS IN THE ATTENDEE SPACE.

15

16 **DAVID RABBIT:** DO WE HAVE ANY ALL VOTING MEMBERS PRESENT? NO.
17 ROLL CALL VOTE.

18

19 **CLERK OF THE BOARD:** RABBITT?

20

21 **DAVID RABBIT:** AYE.

22

23 **CLERK OF THE BOARD:** NOACK?

24

25 **SUE NOACK:** AYE.



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1

2 **CLERK OF THE BOARD:** CANEPA?

3

4 **V. CHAIR, DAVID CANEPA:** AYE.

5

6 **CLERK OF THE BOARD:** MAHAN IS ABSENT. MOULTON PETERS?

7

8 **STEPHANIE MOULTON-PETERS:** YES.

9

10 **CLERK OF THE BOARD:** SPERING?

11

12 **JAMES P. SPERING:** YES.

13

14 **CLERK OF THE BOARD:** MOTION PASSES UNANIMOUSLY BY ALL MEMBERS
15 PRESENT.

16

17 **DAVID RABBIT:** ALL RIGHT. GREAT. ON TO ITEM 3A, WHICH IS MTC
18 RESOLUTION 4680. 2024 COORDINATED PUBLIC TRANSIT HUMAN
19 SERVICES TRANSPORTATION PLAN. DRENNAN?

20

21 **DRENNAN SHELTON:** DRENNEN SHELTON, REGIONAL NETWORK MANAGEMENT
22 SECTION HERE TO PRESENT THE REGIONAL FINAL DRAFT COORDINATED
23 TRANSPORTATION PLAN. NEXT SLIDE. I WANT TO CONTEXTUALIZE THE
24 PLANNING WORK FOR YOU AND WHY WE PAIRED IT WITH THE NEXT ITEM
25 ON THE AGENDA. THE COORDINATED PLAN WHILE IT FOCUSES ON ISSUES



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1 BOTH INSIDE AND OUTSIDE OF TRANSIT IS RESPONSIBLE FOR THE BULK
2 OF THE WORK FOR OUR REGIONAL NETWORK MANAGEMENT ACCESSIBILITY
3 PLANNING AND LAST COORDINATED PLAN PROVIDED THE BACKGROUND FOR
4 ACCESSIBILITY PLANNING THAT WENT INTO THE TRANSFORMATION
5 ACTION PLAN AND THE FIVE ACCESSIBILITY INITIATIVES WITHIN THE
6 ATTACHMENT B TO THIS ITEM SHOWS LINKS BETWEEN ACCESSIBILITY
7 INITIATIVE OF THE ACTION PLAN AND RECOMMENDATIONS. THE PLAN
8 RECOMMENDATIONS ENCOMPASS ISSUES BEYOND THE TRANSIT SO THERE
9 IS NOT A 1-TO-1 COMPARISON, THERE IS SIGNIFICANT OVERLAP
10 BETWEEN THE TWO. NEXT SLIDE. COORDINATED PLAN IS THE REGION'S
11 BLUEPRINT FOR PLANNING FINISHING AND COORDINATING
12 TRANSPORTATION FOR OLDER ADULTS PEOPLE WITH DISABILITIES AND
13 LOW-INCOME POPULATIONS. THE PLAN IS FEDERALLY REQUIRED WE'RE
14 OBLIGATED TO UPDATE IT EVERY FOUR YEARS THE PLAN IS USED
15 THROUGHOUT THE REGION TO HELP SET FUNDING PRIORITIES
16 COORDINATION STRATEGIES BY MTC TRANSIT AGENCIES COUNTY
17 TRANSPORTATION AUTHORITIES AND CITIES AND COUNTIES PROFIT
18 AGENCIES SERVING TARGET POPULATIONS RECOMMENDATIONS AND DATA
19 IN THE PLAN ARE USED FOR LOCAL PLANNING EFFORTS SUPPORTING
20 HOLE FUNDING PRIORITIES CONTRIBUTIONS AND ADVOCACY EFFORTS AND
21 GRANT APPLICATIONS THE PLAN IS ALSO IN KEEPING WITH MTC'S
22 EQUITY PLATFORM. NEXT SLIDE. THE FEDERAL GUIDANCE FOR UPDATING
23 COORDINATED PLANS IS THEY MUST BE LOCALLY DEVELOPED THROUGH A
24 PROCESS THAT INCLUDES PARTICIPATION BY OLD ADULTS INDIVIDUALS
25 WITH DISABILITIES, REPRESENTATIVES OF PUBLIC, PRIVATE, NON-



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1 PROFIT TRANSPORTATION AND HUMAN SERVICES PROVIDERS. SO
2 PARTICIPATION IS KEY WITH THIS PLAN. THE DOCUMENT MADE UP OF
3 RESEARCH AND DATA BUT ALSO SENTIMENTS AND QUOTES FROM PEOPLE
4 DURING MANY OUTREACH ENGAGEMENTS. WE CONDUCT A SURVEY AND HAD
5 SPECIFIC MEETINGS AND INTERVIEWS TO COLLECT STAKEHOLDER
6 FEEDBACK ON TOP TRANSPORTATION CONCERNS. AFTER OUR DRAFT WAS
7 DEVELOPED WE CONFIRMED FINDINGS WITH INDIVIDUALS, STAFF, AND
8 WORKING GROUPS, OUR PARATRANSIT COORDINATING COUNCILS AND
9 ADVOCATES AND COMMUNITY ORGANIZATIONS. THE DRAFT PLAN HAS
10 DIFFERENT CHAPTERS ONE ON DEMOGRAPHIC INFORMATION WITHIN OUR
11 REGION WE HAVE AN INVENTORY OF REGIONAL TRANSPORTATION
12 RESOURCES, A SUMMARY OF OUTREACH OF TRANSPORTATION GAPS AND
13 THEN GENERAL RECOMMENDATIONS AND GUIDANCE FOR MTC AND OUR
14 PARTNER AGENCIES TO IMPROVE MOBILITY FOR OLDER ADULTS PEOPLE
15 WITH DISABILITIES AND LOW-INCOME POPULATIONS WE HELD A PUBLIC
16 COMMENT PERIOD ON THE PLAN DURING THE SUMMER WHERE 1,000
17 STAKEHOLDERS WERE NOTIFIED THAT THE DRAFT WAS COMPLETE WE
18 RECEIVED PUBLIC COMMENT FROM INDIVIDUALS ADVOCACY
19 ORGANIZATIONS POLICY ADVISORS AND TRANSIT AGENCIES AND
20 CALTRAIN'S. NEXT SLIDE. I'LL HIGHLIGHT FINDINGS NOT AT ALL
21 UNSURPRISING IS DISABLED TRANSIT PARATRANSIT RIDERS CITE LACK
22 OF RELIABLE TRANSPORTATION AS A MAJOR BARRIER EITHER
23 UNAVAILABLE, UNACCESSIBLE OR EXPENSIVE OH, WELLED ADULTS
24 REPORT THEY HAVE BOTH LACK OF INFORMATION AND FEAR AS REASONS
25 WHY THEY DON'T USE TRANSIT HERE AT MTC EFFORTS WE SAW DESIRE



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1 FOR GREATER ACCESS ACTIVITIES AND OUTREACH. MOBILITY
2 MANAGEMENT ONE-STOP-SHOP APPROACH TO PROVIDING MOBILITY
3 OPTIONS TO TRANSPORTATION DISADVANTAGED POPULATION DOES NOT
4 WORK WITHOUT SUPPORT FROM OUR TRANSIT AGENCIES MODELS OF
5 MOBILE MANAGEMENT ARE WHERE TRANSIT AGENCIES EITHER PLAY A
6 ROLE IN MOBILITY MANAGEMENT FUNCTIONS OR WHERE TRANSIT
7 AGENCIES COOPERATE AND ENDORSE ACTIVITIES OF LOCAL MOBILITY
8 MANAGER IN THEIR AREA. THE IMPORTANCE OF EXPANDING ACCESSIBLE
9 INFRASTRUCTURE AROUND BUS STOPS INACCESSIBLE BUS STOPS ARE THE
10 CITES REASONS DISABLED AND OLDER PEOPLE DON'T USE FIXED ROUTE
11 TRANSIT, TRANSIT AGENCIES OFTEN DO NOT CONTROL BUS STOPS BUT
12 WE HAVE TO BEGIN TO TACKLE THIS ISSUE AND EXPAND ACCESSIBILITY
13 AROUND OUR STOPS. LASTLY FUNDING REMAINS THE SINGLE LARGEST
14 BARRIER TO MAKING EVEN MODEST IMPROVEMENTS FOR THE MAN'S
15 TARGET POPULATIONS WE HAVE BEEN MAKING THE SAME
16 RECOMMENDATIONS IN THIS PLAN SINCE WE STARTED BACK IN 2007 AND
17 AS THE POPULATION AGES AND DISABILITY INDEPENDENCE MOVEMENT
18 MATURES WE HAVE SEEN SO MUCH INNOVATION IN TRANSPORTATION
19 AREAS OLDER ADULTS AND DISABLED PEOPLE HAVE NEW EXPECTATIONS
20 AROUND THEIR MOBILITY. NEXT SLIDE. I'LL RUN THROUGH A QUICK
21 HIGH-LEVEL SUMMARY OF THE GENERAL RECOMMENDATIONS PROPOSED IN
22 THE UPDATE. ONE IS TO DESIGNATE MOBILITY MANAGERS IN EACH
23 COUNTY. AS I MENTIONED A MOMENT AGO MOBILITY MANAGEMENT IS A
24 WAIVE ORGANIZING TRANSPORTATION SERVICES AROUND THE INDIVIDUAL
25 AND NOT THE MODE. WITHOUT A LOCAL ENTITY DEDICATED TO



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1 COORDINATING COUNTY-WIDE SERVICES WITH TRANSIT IT WOULD BE
2 VERY DIFFICULT TO MAKE MUCH NEEDED IMPROVEMENTS TO. THAT END
3 UNDER THE TRANSFORMATION ACTION PLAN, MTC AND OUR PARTNERS
4 WILL CONDUCT HOLE PROCESSES TO DESIGNATE THE MOST APPROPRIATE
5 AGENCY TO TAKE ON THIS ROLE IN EACH COUNTY IN THE COMING YEAR.
6 TO IS TO IDENTIFY SERVICES FOR MOBILITY MANAGEMENT, WITHOUT
7 FUNDING WE'RE NOT GOING TO SEE ANY NEW IMPROVEMENTS. WHERE
8 MOBILITY MANAGEMENT EXISTS NOW IT'S FUNDED THROUGH FTA SECTION
9 53101 BAY AREA GRANT PROGRAM OR LOCAL FUND. WE'RE RECOMMENDING
10 MTC OTHER AND AGENCIES LOOKS TO WHERE THEY CAN MAKE CHANGES TO
11 THEIR FUNDING GUIDELINES FOR EFFORTS THAT DO NOT DETRACT FROM
12 EXISTING TRANSIT SERVICES. THREE IS TO IMPROVE TRANSPORTATION
13 TO HEALTH CARE. COST OF PROVIDING HEALTH CARE TRIPS REMAINS A
14 HUGE BURDEN TO TRANSIT AGENCIES FOR TWO YEARS NOW THERE HAS
15 BEEN STATE PROPOSED LEGISLATION THAT WOULD HAVE MADE IT EASIER
16 FOR TRANSIT AGENCIES TO RECOUP MEDICAL FUNDS ON TRIPS PROVIDED
17 ON PARA TRANSIT BUT THAT LATEST LEGISLATION DIED IN SEPTEMBER
18 BUT TO THE EXTENT THAT MTC CAN THE PLAN RECOMMENDS PROVIDING
19 STANCE TO OUR TRANSIT AGENCIES AND SETTING UP COST RECOVERY
20 PROGRAMS THAT WILL PUT FUNDS BACK INTO OUR TRANSIT SYSTEM.
21 NEXT SLIDE OF THE FOUR IS TO SUPPORT TRANSIT IMPROVEMENTS AS
22 YOU'RE GOING TO HEAR IN OUR NEXT ITEM THROUGH THE
23 TRANSFORMATION ACTION PLAN BE WE HAVE A NUMBER MUCH
24 INITIATIVES AIMED AT IMPROVING PARATRANSIT INCLUDING PILOTING
25 SERVICE THAT ELIMINATES PARATRANSIT TRANSFERS, GETTING CLIPPER



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1 ON TO PARATRANSIT. UNIVERSAL PRACTICES FOR DETERMINING
2 PARATRANSIT ELIGIBILITY THEN A BIG ACTION AROUND 24 ACTION
3 PLAN IS TO IDENTIFY PARATRANSIT CHALLENGES AND SOLUTIONS OUR
4 BIGGEST CHALLENGE HERE WILL BE FUNDING. WITHOUT THE NEW
5 INVESTMENT IT'S GOING TO BE DIFFICULT TO AFFECT SUBSTANTIVE
6 IMPROVEMENTS LIKE LOWERING PARATRANSIT FARES EXPANDING HOURS
7 AND AREAS OF SERVICE OR PROVIDING TOOLS TO OUR TRANSIT
8 AGENCIES LIKE IMPROVED SCHEDULING AND ROUTING SOFTWARE. FIVE
9 IS TO SUPPORT ACCESSIBILITY, ALL POLICIES AND PROGRAMS RELATED
10 TO SHARED AND FUTURE MOBILITY WE NEED TO PRIORITIZE
11 ACCESSIBILITY PLANNERS PROGRAM ADMINISTRATORS AND ADVISOR WE
12 NEED TO BE COGNIZANT OF THIS AND LOOK FOR WAYS TO INCORPORATE
13 ACCESSIBILITY INTO NEW PROGRAMS UP FRONT. CAN'T BE
14 AFTERTHOUGHT ON NEW INNOVATIVE SERVICES HERE WE'RE
15 RECOMMENDING LEVERAGING FUNDING THROUGH THE STATEWIDE TNC
16 ACCESS FOR ALL PROGRAM WHICH PROVIDES FUNDING FOR WHEELCHAIR
17 ACCESSIBLE ON DEMAND SERVICES. SIX IS TO IDENTIFY AND FILL
18 EQUITY GAPS THIS IS SOMETHING WHERE OUR REGION IS PARTICULARLY
19 SUCCESSFUL WITH A NUMBER OF OUR PROGRAMS WE SHOULD CONTINUE TO
20 LOOK AT WAYS WE CAN INCORPORATE EQUITY BASED KEY PERFORMANCE
21 INDICATORS STUDY CHANGES TO THINGS LIKE PROGRAM INCOME
22 THRESHOLDS THAT WOULD INCREASE ACCESS FOR LOW-INCOME
23 POPULATIONS TO VARIOUS TRANSPORTATION PROGRAMS. NEXT SLIDE.
24 SEVEN IS FOR INFRASTRUCTURE IMPROVEMENTS INCREASE
25 TRANSPORTATION EQUITY AND ACCESSIBILITY. BUS STOP IMPROVEMENTS



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1 ARE AN IMPACTFUL WAY TO MAKE THE TRANSIT NETWORK ACCESSIBLE.
2 ONE THING WE CAN DO HERE IS TO DIRECTLY TIE INFRASTRUCTURE
3 ACCESSIBILITY REQUIREMENTS AT THE CITY OR COUNTY LEVEL OR AT
4 LEAST BE AWARE OF THESE REQUIREMENTS THROUGH THINGS LIKE ADA
5 TRANSITION PLANS TO REGIONAL FUNDING PROGRAMS LIKE THE ONE BAY
6 AREA GRANT PROGRAM. THE LAST RECOMMENDATION HERE IS TO SUPPORT
7 EMERGENCY PREPAREDNESS EFFORTS. BEFORE COVID THERE WAS A MAJOR
8 PUSH IN OUR REGION TO CONNECT TRANSIT AGENCIES AND PARATRANSIT
9 PROGRAMS WITH CAN'T EMERGENCY PREPAREDNESS EFFORTS. THIS WORK
10 PAID OFF DURING COVID WHEN WE HAD AT HOME FOOD DELIVERY AND
11 TRIPS TO VACCINE SITES WE SHOULD CONTINUE THIS IN OUR REGION
12 WHERE WE'RE UNDER THREAT FOR SO MANY DIFFERENT STARTS OLDER
13 ADULTS AND PEOPLE WITH DISABILITIES ARE AT HIGHEST RISK FOR
14 DEATH AND INJURY WE'RE RECOMMENDING HERE THAT WE EXTEND
15 DISASTER SERVICE WORKER CREDENTIALS TO PARATRANSIT DRIVERS WHO
16 REALLY SHOULD BE SEEN AS ESSENTIAL DURING A TIME OF DISASTER.
17 LAST SLIDE. THIS CONCLUDES THE OVERVIEW. THIS PLAN WAS UNDER
18 DEVELOPMENT FOR SEVERAL YEARS AND IT'S ADOPTED STAFF WILL LOOK
19 TO IMPLEMENT KEY INITIATIVES RECOMMENDED AS A PLAN WITH OUR
20 PARTNERS AROUND THE REGION I'LL ASK THAT YOU REFER RESOLUTION
21 4680 TO THE REGION'S 2024 COORDINATED PLANNER TO THE
22 COMMISSION FIDUCIARY ADOPTION. THANKS
23
24 **V. CHAIR, DAVID RABBITT:** GREAT. THANK YOU. I'LL LOOK TO MY
25 COLLEAGUES OR QUESTIONS OR COMMENTS? MEMBER SHAW?



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1

2 **DIANE SHAW:** THANK YOU. I ACTUALLY HAVE A LOT OF COMMENTS AND
3 QUESTIONS. FIRST OF ALL, GREAT PRESENTATION. I'M REALLY GLAD
4 THAT WE'RE DOING THIS. YOU TALKED ABOUT HOW LONG YOU HAVE BEEN
5 TAKING TO -- WE HAVE BEEN WORKING ON THE PLAN AND I EVEN
6 NOTICED THAT SOME OF THE MEMBERS HAVE CHANGED SOME OF THOSE
7 TAC MEMBERS AREN'T EVEN IN THOSE SAME AGENCIES ANYMORE. SO I
8 KNEW IT HAD BEEN A WHILE. MY QUESTION, HAS IT RECENTLY BEEN --
9 OH, THAT'S OKAY [LAUGHTER] HAS THERE BEEN ANY CHANGES DUE TO
10 COVID AND OF THE OTHER THINGS OVER THE TIME FRAME YOU HAVE
11 WORKED ON THIS?

12

13 **SPEAKER:** YES OUR LAST TIME WAS ADOPTED IN 2018 EVERY FOUR
14 YEARS WE'RE SUPPOSED TO ADOPT ONE THERE WAS A COVID LAG.

15

16 **DIANE SHAW:** SO IT'S BEEN REFRESHED SINCE 2018¹ OF THE THINGS
17 THAT REALLY SURPRISED ME IN THE ACTUAL PLANS WAS THE
18 PERCENTAGE OF SENIORS THAT ARE GOING TO BE IN THE BAY AREA
19 COMING UP. SO WE GREW IN 2010, 2012 WE GREW BY 7% WE'RE GOING
20 TO GROW BY A WHOLE BUNCH MORE BY 2050. THAT'S CRAZY. IN A WAY
21 IF WE DON'T HAVE NEW PEOPLE COMING INTO THIS REGION BECAUSE
22 OLDER ONES ARE GOING TO BE SUPPLYING THE FUNDING AND
23 PURCHASING THINGS IN ORDER TO KEEP OUR TRANSPORTATION GOING
24 YET THEY'RE GOING TO NEED THE TRANSPORTATION THE MOST. SO ONE
25 OF THE THINGS IN EQUITY PRIORITY MEASURES YOU TALKED ABOUT



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1 BEING RENT BURDENED AS ONE OF THE THINGS YOU LOOK AT TO ME THE
2 BAY AREA IS ALL RENT BURDENED HOW IS THAT CALCULATED WHEN IT
3 COMES TO EQUITY PRIORITY COMMUNITIES?

4

5 **ALIX BOCKELMAN:** THANK YOU MEMBER SHAW WE NEED TO GET BACK TO
6 YOU ON SPECIFICS OUR MANNING TEAM LEFT AND THEY HAVE SPECIFICS
7 ON THAT WE CAN CERTAINLY GET THAT INFORMATION TO YOU.

8

9 **DIANE SHAW:** THAT WAS A NEW ONE I HADN'T SEE BEFORE AND BEING
10 IN THE BAY AREA IT SEEMED LIKE EVERYBODY WOULD BE IN AN EQUITY
11 PRIORITY COMMUNITY BASED ON RENT BURDENS. I DO -- I'M GLAD
12 THAT YOU TALKED A BIT ABOUT WHEN YOU TALKED ABOUT THE
13 CHALLENGES, THE BUS STOP SPACING. AS AGENCIES ARE LOOKING AT
14 THAT OR ACTUALLY MOVING SPACES FURTHER APART, WHICH IS NOT
15 ALWAYS GOOD FOR PEOPLE WITH DISABILITIES, BUT YET WE HAVE
16 CERTAIN RESTRICTIONS WHERE WE NEED TO HAVE A BUS GO SO FAST IN
17 ORDER TO MAKE OTHER REQUIREMENTS THAT WE NEED FOR FUNDING AND
18 THINGS, AND THEREFORE THAT GETS LOOKED AT. SO, IT'S A BIG
19 TRADEOFF THERE THAT REALLY NEEDS TO BE TALKED ABOUT, I THINK,
20 AS A WHOLE, AND IS A HUGE CHALLENGE AS WE MOVE FORWARD AS WE
21 TRY TO, YOU KNOW, KIND OF GO BETWEEN GETTING SOMEBODY WHERE
22 THEY NEED TO GO FASTER, VERSUS GETTING SOMEBODY WHO NEEDS
23 ACCESS TO THIS, THIS -- AND, ALSO, WE DON'T HAVE A LOT OF
24 SEATS, AND PEOPLE ARE TAKING SHELTERS OUT RATHER THAN PUTTING
25 THEM IN, WHICH IS REALLY BAD FOR OUR SENIORS AND PEOPLE WITH



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1 DISABILITIES AS WELL. THE BIG COST IS SHELTERS, BUT YET,
2 THEY'RE REALLY, REALLY NECESSARY, ESPECIALLY AS WE LOOK TO THE
3 PEOPLE THAT NEED IT MOST. ONE OF THESE COMMENTS I WANT TO MAKE
4 TALKING ABOUT CAN'T REPRESENTATIVE MANAGER MOBILE MANAGER WE
5 ALSO NEED TO HAVE SOME OF OUR PARATRANSIT SYSTEMS GO ACROSS
6 COUNTIES, WE ARE A REGIONAL SYSTEM, THIS SHOULD BE LOOKING AT
7 IT FROM A REGIONAL PERSPECTIVE THAT'S GOING TO BE IMPORTANT AS
8 WE MOVE FORWARD, TO MAKE SURE AS A REGION WE'RE MOVING
9 TOGETHER AND NOT INDIVIDUALLY BY COUNTY AS WE'RE FINDING WITH
10 OTHER THINGS THAT THAT CAN BE AN ISSUE WITH HOW COUNTY BY
11 CAN'T THINGS ARE LOOKED AT. SO, I WOULD REALLY LIKE TO SEE US
12 LOOK AT CHANGING THAT. THE OTHER THING IS THE FUNDING, IS A
13 REALLY KEY POINT IN HERE. AND IT'S A KEY POINT ESPECIALLY IN
14 LIGHT OF ALL THE CONVERSATIONS I HAVE LISTENED TO OVER THE
15 LAST MONTHS IT SEEMS LIKE, ON THE REGIONAL MEASURE. THIS DOES
16 NOT GET A LOT OF ATTENTION WHEN WE HAVE DISCUSSIONS ABOUT THE
17 REGIONAL MEASURE. WE TALK ABOUT WHAT WE NEED AND TALK ABOUT
18 HOW WE'RE GOING TO DO IT AND TALK ABOUT ALL THAT. BUT WHEN WE
19 TALK ABOUT WHY WE NEED TO DO IT, SENIORS AND DISABILITIES AND
20 PEOPLE THAT HAVE MOBILITY CHALLENGES ARE NOT ALWAYS BROUGHT UP
21 IN THE CONVERSATION. ONCE IN A WHILE YOU HEAR IT BUT NOT A
22 LOT. AND I THINK THAT'S CRITICAL AS WE MOVE FORWARD. I THINK
23 PEOPLE CAN RELATE TO THAT MORE AND AS WE MOVE FORWARD WITH A
24 REGIONAL MEASURE WE SHOULD BE LOOKING AT INCLUDING THESE
25 GROUPS, THESE ADVOCATES, THE ADVOCATES THAT ARE AROUND THE



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1 DISABILITY AND MOBILITY CHALLENGED AREA. BECAUSE I THINK
2 THEY'RE GOING TO BE CRITICAL AS WE TRY TO GET SOMETHING
3 APPROVED IN THIS REGION. BECAUSE WE'RE ALL THERE. A LOT US ARE
4 THERE NOW. A LOT OF US ARE GOING TO BE THERE SOON, AND LIKE I
5 SAID, I THINK WE CAN RELATE. I THINK THAT'S IMPORTANT. YOU
6 TALK ABOUT THE LEGISLATION THAT'S BEEN HAPPENING TO TRY TO GET
7 MORE FUNDING AROUND THIS AREA, AND THAT HAS NOT BEEN
8 SUCCESSFUL. THAT'S BEEN A HUGE CHALLENGE. I KNOW FOR AC
9 TRANSIT, LOSING THAT. AND THEN YOU TALK ABOUT THE TNC FOR ALL
10 PROGRAM, WHICH I HAVE BEEN PAYING ATTENTION TO FOR THE LAST
11 YEAR. WE DON'T HAVE MANAGERS FOR THAT PROGRAM AT ALL COUNTIES.
12 IT'S NOT MANAGED VERY WELL. WE HAVE A POT OF MONEY SITTING
13 THERE WHERE WE'RE COLLECTING MONEY FROM EVERY TNC RIDE YET
14 IT'S SITTING THERE BECAUSE WE DON'T HAVE ANYBODY TO ADMINISTER
15 THE FUNDS. THIS'S CRAZY. THE FACT THAT THE CPUC IS DOING IT
16 AND MTC, AND ALL OF US DON'T ACTUALLY HAVE -- WE'RE NOT
17 WORKING TOGETHER IT'S LIKE A SEPARATE LITTLE THING OVER THERE
18 I THINK THAT'S A PROBLEM. I THINK WE NEED TO FIGURE OUT HOW TO
19 BRING THAT ENJOY GROUP AND TAKE ADVANTAGE OF THAT FUNDING AND
20 MOVE FORWARD. THOSE ARE MY COMMENTS.

21

22 **V. CHAIR, DAVID RABBITT:** THANK YOU VERY MUCH. VICE CHAIR
23 NOACK?

24



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1 **V. CHAIR, SUE NOACK:** SO, I JUST -- JUST ON A COUPLE FOLLOW
2 UPS, CERTAINLY THE REGIONAL VERSUS COUNTY IS A BIG THING. JOHN
3 IS SITTING THERE, AND JOHN IS WITH COUNTY CONNECTION. AND YOU
4 KNOW, WE'RE DID THE ONE-SEAT RIDE, AND IT GOES WITH LAVTA
5 WHICH CROSSES OUR COUNTY LINES. AND THAT WAS OUR FIRST ONE-
6 SEAT RIDE PARTNERSHIP. SO I THINK THAT WAS REALLY IMPORTANT TO
7 DO AND IT SPREAD THROUGHOUT THE COUNTY NOW BUT AGAIN IT
8 STARTED ACROSS COUNTY LINE. SO I TOTALLY UNDERSTAND AND AGREE
9 WITH THAT POINT OF VIEW. THE OTHER THING WITH THE MOBILITY
10 MANAGER THAT I THINK IS INTERESTING IS IN CONTRA COSTA WE HAVE
11 PART OF OUR MEASURE INCLUDED IN WHAT THEY CALL 28 FUNDS WHICH
12 IS MEANT TO GO FOR SENIORS AND DISABLED AND EACH AREA OF THE
13 COUNTY, SORT OF, PROVES THAT, AND WE TRANCE PACK WE HAVE 15
14 ORGANIZATIONS THAT COME IN THAT ARE NON-PROFITS ASKING FOR
15 MONEY FOR DIFFERENT TRANSPORTATION NICHES AND SENIORS AND
16 DISABLED. AND I REMEMBER WHEN WE HAD A NEW MEMBER ON THE BOARD
17 AND THEY'RE, LIKE, YOU HAVE GOT TO COORDINATE THIS BETTER 15
18 ENTITIES IN THE FIVE CITY AREA OF CENTRAL CONTRA COSTA COUNTY
19 MAKES NO SENSE AND EFFICIENCIES THERE I KNOW WE HAVE BEEN
20 WORKING A BIT ON THAT IN CONTRA COSTA COUNTY THE COORDINATING
21 ENTITY AND IT'S A SLOW PROCESS AND IT REQUIRES A LOT OF
22 FUNDING THIS IS A BIG CHALLENGE TO MAKE PROGRESS HERE. THE
23 OTHER THING I THINK IS INTERESTING IS YOU KNOW, BEING OVER 65
24 NOW I QUALIFY, AS WELL AS SENIORS, I HAVEN'T GOTTEN MY SENIOR
25 CLIPPER CARD YET -- NEED TO WORK ON, BUT I JUST, YOU KNOW, THE



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1 CONCERN OVER SAFETY AND SECURITY, YOU KNOW, THAT'S, SORT OF,
2 IN OUR GENERAL TRANSIT OPERATIONS AND THAT'S A CONCERN WHETHER
3 YOU ARE A SENIOR CITIZEN OR WHETHER NOT A SENIOR CITIZEN AND
4 THAT DOVETAILS IN BUT IN ALL THE DECISION PRICK -- PROCESSES
5 WE HAVE BEEN WORKING GOING FORWARD ON THE REVENUE MEASURE WITH
6 THE RESPECT TO SAFETY SECURITY ADDED LENS OUGHT TO BE FOR
7 STABILE AND SENIORS AND ACCESSIBILITY WE HAVE TO KEEP IN MIND
8 THERE ARE QUITE A FEW OF US SENIORS THAT CAN HANDLE YOU KNOW
9 GENERAL TRANSPORTATION AND WE JUST NEED TO MAKE SURE THAT
10 THOSE LENSES ARE THERE FOR THAT GROUP NOT JUST SPECIAL
11 TRANSPORTATION FOR SENIORS AS WELL. THANK YOU.

12

13 **V. CHAIR, DAVID RABBITT:** THANK YOU. ANY OTHER QUESTIONS? I'M
14 CURIOUS ABOUT THE MOBILITY MANAGER. YOU MENTIONED THAT THROUGH
15 AN AGENCY, NOT NECESSARILY THROUGH THE COUNTY TRANSPORTATION
16 AUTHORITIES, CORRECT?

17

18 **DRENNAN SHELTON:** RIGHT ANY NUMBER OF ENTITIES.

19

20 **V. CHAIR, DAVID RABBITT:** SO THAT'S TO BE DETERMINED?

21

22 **DRENNAN SHELTON:** CORRECT.

23

24 **V. CHAIR, DAVID RABBITT:** OKAY. ANYONE ELSE? DIANE, DOREEN?

25



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1 **DOREEN GIACOPINI:** FOR ME?

2

3 **V. CHAIR, DAVID RABBITT:** YES.

4

5 **DOREEN GIACOPINI:** DORENE M. GIACOPINI, USDOT REPRESENTATIVE I
6 JUST HESITATE TO SAY THIS BECAUSE IT'S KIND OF JUST A GENERAL
7 COMMENT AND IT'S NOT CONSTRUCTIVE PARTICULARLY BUT I JUST FEEL
8 LIKE I HAVE TO SAY THAT SO MUCH OF THIS -- AND THIS IS -- JUST
9 SO MUCH OF THIS PRESENTATION REMINDS ME OF PRESENTATIONS THAT
10 I HAVE SEEN REGARDING THIS ISSUE FOR DECADES AND DECADES. AND
11 IT'S VERY IT'S VERY SOBERING TO REALIZE THAT WE STILL ARE
12 DEALING WITH THE SAME ISSUES ALL THIS TIME LATER, AND I'M
13 WONDERING IF THERE ARE THOUGHTS ON HOW WE CAN BREAKTHROUGH
14 THIS LOG JAM TO ACTUALLY BE ABLE TO MAKE THE KIND OF CHANGES
15 THAT ARE GONNA BENEFIT REAL PEOPLE. THANKS.

16

17 **V. CHAIR, DAVID RABBITT:** THANK YOU DOREEN.

18

19 **V. CHAIR, SUE NOACK:** DOREEN REMINDED ME OF SOMETHING. THE
20 INTERESTING THING I THINK A LOT OF SENIORS ARE DOING SHORTER
21 TRIPS TO THE DOCTORS, GROCERY STORES AND THINGS LIKE THAT. AND
22 I THINK IT WOULD BE AN INTERESTING TIME TO SEE HOW THAT
23 DOVETAILS INTO, SORT OF, WHAT TRANSPORTATION AND TRANSIT IS
24 BEING DONE FOR NOW. WITH PEOPLE WORKING FROM HOME, NOT AS MANY
25 JUST COMMUTING. YOU KNOW, WE'RE HAVING TO LOOK AT HOW OUR



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1 TRANSIT FUNCTIONS, AND YOU KNOW, IT MAY ALIGN BETTER WITH
2 THOSE KINDS OF TRIPS THAT SENIORS ARE TAKING THAT HAS IN THE
3 PAST VERSUS A COMMUTER ASPECT. SO, I THINK IT MIGHT BE
4 SOMETHING WE KEEP AN EYE ON AS TRANSPORTATION PATTERNS CHANGE,
5 AS A WHOLE, THEY MAY ALIGN MORE WITH SENIORS AT THIS POINT.
6 SO, JUST WANTED TO FOLLOW UP, DORENE REMINDED ME THAT I WANTED
7 TO SAY THAT EARLIER. THANKS.

8

9 **V. CHAIR, DAVID RABBITT:** GREAT. THANK YOU VERY MUCH. ANYONE
10 ELSE HAVE ANYTHING BEFORE WE -- AND IS THERE ANY PUBLIC
11 COMMENT ON THIS PARTICULAR ITEM? THERE IS.

12

13 **SPEAKER:** ADINA LEVIN, AND IN THIS COMMENT I'M SPEAKING FOR
14 SEAMLESS BAY AREA IN ITS ROLE IN SUPPORTING SOME COALITIONS
15 BAY AREA ALLIES COALITION WHICH IS A GROUP OF SENIORS AND
16 PEOPLE WITH DISABILITIES FOCUSING ON IMPROVING ACCESSIBLE
17 TRANSPORTATION IF THE BAY AREA AND THEN WE ALSO SUPPORT A
18 STATEWIDE GROUP ALSO SENIORS AND PEOPLE WITH DISABILITIES AND
19 ORGANIZATIONS SUPPORTING THE SAME. AND SPEAK TO BEING A LETTER
20 THAT WAS SENT EARLIER ON THE TOPIC OF THIS SUPPORTING A NUMBER
21 OF THE DIFFERENT ITEMS ON THE COORDINATED PLAN THAT WERE
22 MENTIONED BY DRENNEN SHELTON IN STRONG SUPPORT OF ACCELERATING
23 IMPROVEMENTS TO BUS STOP ACCESS ONE OF THE THINGS I LEARNED IN
24 HERE WAS THAT WHEN THE ADA PASSED THERE WERE REQUIREMENTS FOR
25 JURISDICTIONS TO DO ADA TRANSITION PLANS IN THE '90S. SOME OF



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1 THE PLANS TO DATE IN THE 90S HAVING POTENTIAL LINK TO ABAG
2 FUNDING AND SAYING TO UPDATE YOUR PLAN AND SHOW SOME PROGRESS
3 ON YOUR PLAN THAT SEEMS LIKE A REASONABLE STRATEGY TO DO
4 SECONDLY ONE OF THE THINGS ABOUT THE FUNDING IS THE GOOD NEWS
5 IS THAT THERE IS A STATE LEVEL BILL PASSED IN 2022 TO DID A
6 COMPLETE ASSESSMENT OF COST TO MAINTAIN AND IMPROVE STATE
7 TRANSPORTATION SYSTEMS ALL MODES UNFORTUNATELY IT FORTUNATELY,
8 IT NOW HAS AN ITEM IN THE OUTLINE FOR ACCESSIBLE
9 TRANSPORTATION UNFORTUNATELY UNLIKE ALL OTHER SECTIONS THERE
10 ARE NO NUMBERS IN THAT SECTION AND SO THERE'S BEEN FEEDBACK TO
11 THAT INITIATIVE TO GET THAT UPDATED SOONER THAN FIVE YEARS
12 FROM NOW WHICH WOULD OTHERWISE HAPPEN AND IF NOT THERE IS
13 INTEREST IN LEGISLATION TO GET THAT TO THE UPDATE SOONER WHICH
14 WOULD HELP IDENTIFY FUNDING.

15

16 **V. CHAIR, DAVID RABBITT:** THANK YOU. PUBLIC COMMENT? NO. I LOOK
17 TO MY COLLEAGUES ACTION ITEM REFER 2024 COORDINATED PUBLIC
18 TRANSIT HUMAN SERVICE TRANSPORTATION PLAN TO THE COMMISSION
19 FOR APPROVAL.

20

21 **STEPHANIE MOULTON-PETERS:** I'LL MAKE THAT MOTION.

22

23 **SPEAKER:** SECOND.

24



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1 **V. CHAIR, DAVID RABBITT:** WE HAVE A MOTION AND SECOND OF THE
2 ROLL CALL.

3

4 **CLERK OF THE BOARD:** MOTION BY MOULTON-PETERS AND SECOND BY
5 NOACK. CHAIR RABBITT?

6

7 **V. CHAIR, DAVID RABBITT:** AYE.

8

9 **CLERK OF THE BOARD:** NOACK?

10

11 **V. CHAIR, SUE NOACK:** YES.

12

13 **CLERK OF THE BOARD:** AHN?

14

15 **EDDIE AHN:** AYE.

16

17 **CLERK OF THE BOARD:** CANEPA?

18

19 **V. CHAIR, DAVID CANEPA:** AYE.

20

21 **CLERK OF THE BOARD:** MAHAN IS ABSENT. MOULTON-PETERS? AND
22 MEMBER SPERING?

23

24 **JAMES P. SPERING:** AYE.

25



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1 **CLERK OF THE BOARD:** MOTION PASSES UNANIMOUSLY BY ALL MEMBERS
2 PRESENT.

3

4 **V. CHAIR, DAVID RABBITT:** THANK YOU. THANK YOU VERY MUCH FOR
5 ALL THE WORK. APPRECIATE IT. ITEM FOUR UPDATE ON THE TRANSIT
6 TRANSFORMATION ACTION PLAN ACCESSIBILITY INITIATIVE. DRENNAN,
7 BACK TO YOU? OR MELODY ARE YOU GOING TO LEAD IT OFF?

8

9 **MELANIE CHOY:** THANK YOU CHAIR RABBITT. I WANT TO ADDRESS
10 COMMISSIONER GIACOPINI'S COMMENT THIS VERY ITEM IS THE ESSENCE
11 OF OUR RESPONSE TO WHAT WAS RAISED WHICH IS THE TRANSIT
12 TRANSFORMATION ACTION PLAN AND THE PROJECTS THAT ARE PRESENTED
13 HERE IS OUR PRIORITIZATION OF THINGS TO BE DONE FROM THE
14 COORDINATED PLAN THIS WE CAN START CHIPPING AWAY AT A LOT OF
15 THOSE LONG-STANDING ISSUES AND THOSE ISSUES AGAIN, THERE IS A
16 GOOD SIGN IN THERE ARE THEY'RE THE SAME ONES THAT HAVE COME UP
17 IN THE SENSE THAT THESE ARE THE RIGHT THINGS TO FOCUS ON AND I
18 THINK THAT'S AN AFFIRMATION OF THOSE THINGS FROM THE
19 COORDINATED PLAN WE HAVE DONE WITH ACTION PLAN WORK IS TO PULL
20 OUT AND PRIORITIZE ONES THAT WE FEEL CAN MAKE PROGRESS ON IN
21 NEAR-TERM AND FULFILL THINGS THAT COMMISSIONER GIACOPINI YOU
22 HAVE RAISED ON SO WE ARE LISTENING TO THAT AND ARE FOCUSED ON
23 TRYING TO SEE WHAT AREAS WE CAN ADVANCE AND IMPROVE IN THIS
24 SPACE. WITH THAT I'LL TURN IT OVER TO DRENNAN.

25



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1 **DRENNAN SHELTON:** I'M JOINED BY JOHN SANDERSON FROM COUNTY
2 CONNECTION, DIRECTOR OF AD SERVICES THERE. AS DISCUSSED
3 PREVIOUSLY THE COORDINATE THE MAN SERVED AS BASIS FOR THE
4 ACCESSIBILITY PLANNING THAT WENT INTO THE TRANSFORMATION
5 ACTION PLAN. WITHIN THE ACTION PLAN THERE ARE FIVE
6 ACCESSIBILITY RELATED INITIATIVES. NEXT SLIDE PLEASE. SO THESE
7 FIVE SLIDES -- OR FIVE -- EXCUSE ME -- FIVE ACTIONS FOCUS
8 HEAVILY ON PARA TRANSIT AND WE'RE GOING TO GIVE AN OVERVIEW OF
9 THEM BUT WANTED TO START WITH THE LAST ONE FIRST BECAUSE WE'RE
10 HAPPY TO REPORT THAT WE'RE ACTUALLY -- WE HAVE CON COLLUDED
11 OUR WORK ON THIS ACTION. ATTACHMENT B TO THIS ITEM IS OUR
12 REPORT ON PARA TRANSIT ELIGIBILITY REPORT REPRESENTS WOK OF
13 MTC AND TRANSIT AGENCIES OVER THE PAST YEAR AND A HALF TO
14 STUDY AND ADOPT MORE UNIFORM ELIGIBILITY PRACTICES FOR ADA
15 PARATRANSIT SO WITH PARATRANSIT COORDINATING COUNCIL
16 ASSISTANCE WE DEVELOPED RECOMMENDATIONS ENDORSED BY THE
17 REGIONAL NETWORK MANAGEMENT CUSTOMER ADVISORY GROUP AND
18 REGIONAL NETWORK MANAGEMENT COUNCIL.

19

20 **SPEAKER:** THANK YOU DRENNAN RECOMMENDATIONS FOR ACTION 25
21 INCLUDE STREAMLINING AND STANDARDIZING THE PARATRANSIT
22 ELIGIBILITY PROCESS ACROSS ALL 27 BAY AREA OPERATORS.
23 PREVIOUSLY EVERYBODY WAS DOING IT A LITTLE BIT DIFFERENTLY NOW
24 WE'RE ON THE SAME PAGE. WE HAVE ALSO INCLUDED NEW AND IMPROVED
25 TRAINING FOR WORKERS ACTUALLY DOING THE ELIGIBILITY ASSESSMENT



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1 IMPLEMENTED A MUCH SIMPLER RENEWAL PROCESS FOR CLIENTS AND WE
2 EXTENDED THE ELIGIBILITY RENEWAL INTERVAL FROM THREE YEARS TO
3 FIVE. REACHING A CONSENSUS ON THIS INVOLVED GETTING WAY DOWN
4 INTO THE WEEDS OF HOW ALL THE DIFFERENT TRANSIT AGENCIES WERE
5 CONDUCTING THEIR VALUATION. IT WAS A HEAVY LIFT, AND GETTING
6 IT ACROSS THE FINISH LINE HAS BEEN A REALLY BIG WIN AND IT'S
7 BEEN VERY REWARDING TO WORK THROUGH ALL OF DIFFERENT PAIN
8 POINTS FROM BOTH A RIDER AND AGENCY PERSPECTIVE AND GET TO
9 RESULT WHERE IS WE'RE ALL VERY PROUD OF WHAT WE HAVE ACHIEVED
10 AND THAT GIVES US A BOOST AND FEELING OF ENTHUSIASM FOR GOING
11 THROUGH THE REST OF THE ACTIONS PLAN, WHICH STILL LIES AHEAD.
12 NEXT SLIDE.

13
14 **DRENNAN SHELTON:** ACTION 21 WE TALKED ABOUT THIS WE'RE GOING TO
15 DESIGNATE MOBILITY MANAGERS IN EACH COUNTY. MOBILITY
16 MANAGEMENT IS A WAY OF ORGANIZING TRANSPORTATION RESOURCES IN
17 A COUNTY TO BETTER SERVE TRANSPORTATION DISADVANTAGED
18 POPULATIONS FROM AN INDIVIDUAL PERSPECTIVE AND NOT BY MODE. AS
19 I MENTIONED, THE ENTITY CAN BE A TRANSIT AGENCY, A NON-PROFIT
20 ORGANIZATION, THE COUNTY TRANSPORTATION AUTHORITY, OR ANOTHER
21 GOVERNMENT AGENCY, LIKE A COUNTY DEPARTMENT OF PUBLIC HEALTH,
22 FOR INSTANCE. MOBILITY MANAGERS SERVE AS POINT OF CONTACT FOR
23 RIDERS AND THEY WORK WITH THE TRANSIT AGENCIES AND THE NON-
24 PROFITS TO BETTER COORDINATE THEIR SERVICES AND ELIMINATE
25 OVERLAP. AT A MINIMUM MOBILITY MANAGEMENT SHOULD ENSURE THERE



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1 ARE THREE FUNCTIONING -- THREE FUNCTIONS OPERATING AND
2 AVAILABLE COUNTY-WIDE. THE FIRST IS INFORMATION REFERRAL
3 SERVICES FOR INDIVIDUALS SEEKING TRANSPORTATION SERVICES. THE
4 SECOND IS TRAVEL TRAINING TO SHOW INDIVIDUALS AND GROUPS HOW
5 TO USE TRANSIT. AND THE THIRD IS TO ENSURE THAT MOBILITY
6 MANAGEMENT IS INTEGRATED INTO THE ADA TRANSIT ELIGIBILITY
7 PROCESS SO PARATRANSIT RIDERS ARE EDUCATED ON ALL OPTIONS.
8 MOBILITIES MANAGEMENT IF OUR REGION IS NOT NEW IN EACH COUNTY
9 HAS THEIR OWN APPROACH, IN SOLANO WE HAVE A MATURE VERSION OF
10 MOBILITY MANAGEMENT WHERE COUNTY TRANSPORTATION AUTHORITY IS
11 COORDINATED WITH THE CITIES AND TRANSIT AGENCIES HAVE BEEN
12 OPERATING THEIR MOBILITY MANAGEMENT PROGRAMS FOR OVER CONTINUE
13 YEARS YOU CAN ASK MR. SPERING ALL ABOUT IT HE HAS BEEN A BIG
14 CHAMPION OF THAT SIMILARLY BEGINNING STAGES IN CONTRA COSTA
15 THE COUNTY TRANSPORTATION AUTHORITY IS LEADING THE EFFORT
16 THERE AND LIKEWISE ALAMEDA COUNTY TRANSPORTATION COUNTY
17 TRANSPORTATION AUTHORITY OVERSEEING SOME FUNCTIONS LET'S SEE
18 NAPA SANTA CLARA MARIN SAN MATEO SAN FRANCISCO TRANSIT
19 AGENCIES HAVE BEEN LEADING MOBILITY MANAGEMENT PROGRAMS THEN
20 SONOMA COUNTY, HAS BEEN LEADING EFFORTS SO THE GOAL IN THE
21 ACTION IS TO BUILD CONSENSUS WITH RIDER ADVISORY GROUPS
22 TRANSIT AGENCIES COUNTY TRANSPORTATION AUTHORITIES ADVOCATE
23 EVERYONE INVOLVED, THE NON-PROFIT DESIGNATE ONE SINGLE ENTITY
24 TO TAKE THIS ON OFFICIALLY IN THE COUNTY, WE'RE GOING TO HAVE



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1 DIFFERENT SEPARATE PROCESSES IN THE NEXT YEAR TO ACCOMPLISH
2 THIS YOU WILL ALL BE INVITED TO THOSE MEETINGS. NEXT SLIDE.
3
4 **SPEAKER:** ACTION 221-SEAT RIDE PILOTS. WE HEARD HAVE ONE-SEAT
5 RIDE PROGRAMS IN THE BAY AREA THAT ARE SPONSORED BY THE
6 TRANSIT AGENCIES THEMSELVES THERE'S ONE IN SONOMA COUNTY THEN
7 WE'RE PROUD OF THE ONE WE HAVE GOING IN EAST BAY. ACTION 22 IS
8 TO FUND ADDITIONAL SUBREGIONAL ONE-SEAT PILOTS TO TRY OUT ONE-
9 SEAT RIDE METHODOLOGIES. THE ONE-SEAT RIDE REQUIRES A RIDER TO
10 TRANSFER VEHICLES EVERY TIME THEY CROSS THE BOUNDARY BETWEEN
11 NEIGHBORING TRANSIT AGENCIES WE CALL THESE TRANSFER TRIPS AND
12 THEY'RE COMPLICATED COSTLY AND UNCOMFORTABLE AND INCONVENIENT
13 FOR RIDERS ONE-SEAT RIDE CONCEPT IS WHERE THE VEHICLE PICKS UP
14 THE PERSON TAKES THEM ALL THE WAY TO THEIR DESTINATION WITHOUT
15 TRANSFERRING AND THEN THE AGENCIES THROUGH WHICH THAT RIDE
16 TRAVELS SPLIT THE COST OF THE RIDE. WE'RE LOOKING FOR THREE
17 ADDITIONAL ONE-SEAT PILOTS IN LATE 2025. MTC AND THE TRANSIT
18 AGENCIES ARE WORKING NOW TO IDENTIFY THE PILOT OPTIONS AND
19 ONCE WE HAVE NARROWED THOSE TOWN, WE'LL MAKE RECOMMENDATIONS
20 TO THE REGIONAL NETWORK MANAGEMENT CUSTOMER ADVISORY FWRUP AND
21 THE REGIONAL NETWORK MANAGEMENT COLONEL ON MOVING FORWARD.
22 WE'RE HOPING TO HAVE PILOT OPTIONS READY EARLY NEXT YEAR. NEXT
23 SLIDE PLEASE. ACTION 23 IS INTEGRATION OF NEXT GENERATION
24 CLIPPER ON TO PARATRANSIT SYSTEM 1.0 HAS NEVER BEEN AVAILABLE
25 ON PARA TRANSIT BROADLY SPEAKING 2.0 VALUABLE ON PARA TRANSIT



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1 SYSTEM THROUGHOUT THE BAY AREA MTC AND SFMTA HAVE JUST
2 EXECUTED AGREEMENT TO RUN CLIPPER ON THE SF PARATRANSIT AS A
3 PILOT. ONCE THAT PILOT PHASE HAS BEEN COMPLETED WE'LL ROLL OUT
4 TO THE REST OF THE REGION SOME OF THE SMALLER AGENCIES OPTED
5 TO USE EQUIPMENT BASED TAGGING EQUIPMENT, EQUIPMENT HAS BEEN
6 INSTALLED ON VEHICLES BUT IT DOESN'T HAVE THE CLIPPER2
7 FUNCTIONALITY YET. NEXT SLIDE.

8

9 **DRENNAN SHELTON:** ACTION 24 IS TO IDENTIFY KEY PARATRANSIT
10 CHALLENGES RECOMMENDED CHANGES AGAIN GOING TO BE A HUGE
11 UNDERTAKING INVOLVE A LOT OF PARATRANSIT COMMUNITY
12 PARTICIPATION USING THE CHALLENGES IDENTIFIED IN THE
13 COORDINATED PLAN IDENTIFYING TOP PAIN POINTS AND CHALLENGES
14 BECAUSE WE KNOW FUNDING IS SO LIMITED WE'RE GOING TO BE
15 STRATEGIC IN WHAT'S IDENTIFIED AND WHERE WE INTEND TO MAKE
16 IMPROVEMENTS AROUND THE REGION. WE'LL BEGIN THIS WORK LATER IN
17 2025, SOME OF THE ISSUES THAT HAVE ALREADY BEEN IDENTIFIED ARE
18 PARATRANSIT FARE EQUITY, HOW TRANSFERS ARE HANDLED, AREAS,
19 TIME OF SERVICE AND POTENTIAL TECHNOLOGY SOLUTIONS TO AID IN
20 SERVICE IMPROVEMENTS. NEXT AND LAST SLIDE PLEASE. OKAY. THERE
21 WE GO. SO, WE HAVE OUR E-MAILS LISTED HERE IN CASE ANYONE
22 WANTS TO TALK FURTHER ABOUT THESE INITIATIVES FEEL FREE TO GET
23 IN TOUCH WITH US AND WE'RE HAPPY TO ANSWER YOUR QUESTIONS.

24



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1 **V. CHAIR, DAVID RABBITT:** THANK YOU. I'LL LOOK TO MY
2 COLLEAGUES. COMMISSIONER SPERING?

3

4 **JAMES P. SPERING:** THANKS FOR THE PRESENTATION. SOLANO COUNTY,
5 AS YOU MENTIONED HAS BEEN WORKING ON THIS. BACKGROUND, WE HELD
6 TWO SUPPLEMENTS FOR SENIORS AND PEOPLE WITH DISABILITIES.
7 FIRST TIME WAS DISABILITY COMMUNITY WE ASKED THE TRANSIT
8 OPERATORS NOT TO RESPOND TO ANYTHING JUST TAKE COMPLAINTS AND
9 SUPPLEMENT TWO WE ADDRESSED ALL THE ISSUES THAT'S FOUNDATION
10 FOR THE WORK WE'RE DOING TODAY THAT'S HELPFUL WHEN YOU LISTEN.
11 AGENCIES HAVE A TENDENCY WHEN YOU ARE BEING CRITICIZED YOU
12 WANT TO RESPOND RIGHT AWAY. WE HAD PREVENTED THAT, AND I THINK
13 THAT HAS REALLY PAID OFF FOR US IN THE LONG-TERM. SO I JUST
14 WANTED TO MENTION THE PROCESS WE USED.

15

16 **V. CHAIR, DAVID RABBITT:** THAT'S GREAT. VICE CHAIR NOACK?

17

18 **V. CHAIR, SUE NOACK:** COUPLE THINGS. IS THE PILOT NO LONGER A
19 PILOT CONTRA COSTA COUNTY?

20

21 **SPEAKER:** YES CONTRA COSTA AND SOME OF ALAMEDA ONE-SEAT PILOT
22 IS NO LONGER A PILOT IT WAS JUST MADE A PERMANENT PROGRAM AND
23 IS WINDING ITS WAY THROUGH THE VARIOUS AGENCY BOARDS NOW.

24



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1 **V. CHAIR, SUE NOACK:** YEAH AND SO THE UNIQUE THING ABOUT THIS
2 IS THE TRANSIT AGENCIES HAVE TO REPORT A LOT OF DETAILED
3 INFORMATION TO THE FEDERAL GOVERNMENT. THERE WAS REAL
4 DIFFICULTY IN DOING THAT. AND I KNOW CONTRA COSTA CAN'T HAS
5 SPENT A LOT OF TIME WITH THE AUTHORITIES TO GET THAT WORKED
6 OUT. JOHN, I'M ASSURE YOU'RE COORDINATING THAT, CAN'T REINVENT
7 THE WHEEL, CONTRA COSTA HAS GONE THROUGH THAT PROCESS, THAT
8 PILOT WAS FOUR YEARS LONG BECAUSE OF THAT ONE ISSUE. ONCE WE
9 GOT THAT RESOLVED THAT'S WHEN WE COULD FINALLY MAKE IT NO
10 LONGER A PILOT. SO THAT WAS REALLY HELPFUL. THE DATABASE,
11 ELIGIBILITY, CAN THAT DATABASE, SORT OF, BE SHARED AS PEOPLE
12 MOVE AROUND THE REGION? YOU DON'T HAVE TO REDO THAT IF YOU
13 MOVE TO A DIFFERENT AREA.

14

15 **DRENNAN SHELTON:** THAT'S THE WAY IT WORKS NOW.

16

17 **V. CHAIR, SUE NOACK:** WHO IS GOING TO DESIGNATE THE MOBILITY
18 MANAGER WE ALREADY HAVE THE ONE IN CONTRA COSTA COUNTY
19 IDENTIFIED BUT GOING FORWARD.

20

21 **DRENNAN SHELTON:** SOME COUNTIES WERE ALREADY FINISHED.

22

23 **V. CHAIR, SUE NOACK:** CONTRA COSTA GOT MONEY FROM MEASURE X IS
24 THAT GOING TO BE THE SAME REQUIREMENT. COUNTY ARE GOING TO
25 NEED TO FUND THAT MOBILITY MANAGEMENT ACTIVITIES ON THEIR OWN?



1

2 **DRENNAN SHELTON:** FOR THE TIME BEING THIS'S THE WAY IT'S GOING
3 TO WORK.

4

5 **V. CHAIR, SUE NOACK:** THANK YOU.

6

7 **V. CHAIR, DAVID RABBITT:** MOULTON-PETERS?

8

9 **STEPHANIE MOULTON-PETERS:** THANK YOU. QUESTION ON THE ONE-SEAT
10 RIDE PILOT PROJECT ARE THOSE DESIGNATED BANDS THAT DO THAT
11 WORK FOR ONE-SEAT? OR ALL OR SOME? HOW DOES THAT WORK?

12

13 **SPEAKER:** IT'S ACTUALLY A PRETTY INNOVATIVE TECHNIQUE THAT WAS
14 DEVELOPED UNDER MY PREDECESSOR. THERE IS A SUBCONTRACTOR THAT
15 DOES THE BULK OF THOSE RIDES BUT THEN OUR MAIN PARATRANSIT
16 CONTRACTOR ALSO PROVIDES A, SORT OF, REVERSE RESCUE FUNCTION
17 WAS THE SUBCONTRACTOR HAPPENS TO GET INTO TROUBLE BECAUSE
18 THERE IS TERRIBLE TRAFFIC ONE DAY. RIGHT NOW SOMEWHERE BETWEEN
19 8 AND 12% OF ONE-SEAT RIDES ARE ACTUALLY PROVIDED BY OUR MAIN
20 PARATRANSIT CONTRACTOR THE REST ARE PROVIDED BY THE SUB.

21

22 **STEPHANIE MOULTON-PETERS:** WHO GETS THAT KIND OF SERVICE? DID
23 THEY REQUEST ONE-SEAT RIDE?

24



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1 **SPEAKER:** ONE-SEAT RIDES FOR FOR PEOPLE TRAVELING BETWEEN
2 JURISDICTIONS IF YOU ARE GOING FROM CONCORD TO SAN RAMON IN
3 THE COUNTY CONNECTIONS SERVICE AREAS WE'LL TAKE YOU ON THE
4 REGULAR CAN'T CONNECTION SYSTEM BUT GOING FROM ANTIOCH TO
5 HERCULES THAT WILL BE ONE-SEAT RIDE.

6

7 **STEPHANIE MOULTON-PETERS:** IS COUNTY CONNECTION A SHARED
8 SERVICE WITH OTHER RIDERS? SORRY.

9

10 **SPEAKER:** YES ALL ADA PARATRANSIT WHICH ONE-SEAT IS AN
11 OUTGROWTH OF IS A SHARED RIDE. IT REALLY IS. I CALL IT
12 ADAPTIVE BUS SERVICE. SO THAT'S THE WAY TO THINK ABOUT IT.

13

14 **STEPHANIE MOULTON-PETERS:** OKAY. THANK YOU.

15

16 **V. CHAIR, DAVID RABBITT:** MEMBER SHAW?

17

18 **DIANE SHAW:** THANK YOU. AND BY THE WAY, WE WANT THAT DATABASE
19 TO GO STATEWIDE SO NO MATTER WHERE YOU GO IN THE STATE, IS
20 ELIGIBLE. I WANT TO TALK ABOUT THE MOBILITY MANAGER I
21 UNDERSTAND THE REASONS TO HAVE ONE IN EACH COUNTY BUT IS IT
22 POSSIBLE TO ADD ACTION PLAN 21 TO DESIGNATE OVERALL REGIONAL
23 MOBILITY MANAGER SO IT ENSURE IT IS KIND OF ALL WORKS
24 TOGETHER? THAT'S MY REQUEST AND YOU CAN TALK ABOUT THAT AS
25 MOVE FORWARD BUT THAT WOULD BE MY REQUEST THAT WE ADD THAT.



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1 THE OTHER THING TOO IS EVEN THOUGH WE DIDN'T TALK ABOUT THE --
2 ONE OF THEM TALKED ABOUT THE EMERGENCY PREPAREDNESS I JUST
3 WANT TO MAKE SURE THAT EMERGENCY PURPOSE PREPAREDNESS INCLUDES
4 SERVICE ANIMALS. IS THAT INCLUDED CURRENTLY?

5

6 **DRENNAN SHELTON:** SERVICE ANIMALS ARE ALWAYS INCLUDED UNDER THE
7 LAW AND SPECIFICALLY PLANNED FOR UNDER ACCESS AND FUNCTIONAL
8 NEEDS EMERGENCY PLANNING.

9

10 **DIANE SHAW:** GREAT. THE THING I WANT TO SAY IS CLIPPER IS GOING
11 TO BE IMPORTANT BECAUSE THE OTHER PILOTS AND THINGS THAT WE'RE
12 TRYING IS WE'RE LOOKING TO POSSIBLY TRY TO DO SOME THINGS WITH
13 OUR -- IT'S NOT JUST GOING TO BE ADA PARATRANSIT RIDES IT
14 COULD BE REGULAR PEOPLE AND PEOPLE TRYING TO GO FROM POINT A
15 AND POINT B AND WILL BE ABLE TO DO SCHEDULING TO BE A REGULAR
16 RIDER OR PARATRANSIT RIDER GOING FROM A TO B AND DOING THAT IT
17 WILL BE REALLY IMPORTANT TO HAVE CLIPPER POSSIBLY DOING SOME
18 OF THOSE PILOTS IN THE BAY AREA. THANK YOU.

19

20 **V. CHAIR, DAVID RABBITT:** MEMBER LEE?

21

22 **SPEAKER:** ONE QUICK QUESTION HERE ONE-SEAT RIDE PILOT SERVICES
23 IS THAT PROVIDE THE IN-HOUSE OR DO YOU CONTRACT THAT OUT.

24



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1 **DRENNAN SHELTON:** EITHER WAY IT DEPENDS ON WHAT THE TRANSIT
2 AGENCY AGREED TO UNDER THE PILOT.

3

4 **SPEAKER:** BART JUST AUTHORIZED LATEST CONTRACT PREPARATION
5 SERVICE WITH AC TRANSIT LAST MONTH, AC TRANSIT ONLY HAD ONE
6 PROPOSAL WHICH WAS FROM THE CONTRACTOR THAT ALREADY HELD THE
7 EXISTING CONTRACT AND MY UNDERSTANDING IS THAT THERE ARE FEW
8 OUTSIDE CONTRACTORS TO DO THIS WORK WHICH IT BOTH MAKES SENSE
9 BUT IT ALSO, I DON'T THINK GIVES I THINK TRANSIT AGENCY
10 GOVERNMENT AGENCIES A LOT OF FLEXIBILITY. IT'S NOT COMPETITIVE
11 PRICING. JUST SOMETHING TO KEEP IN MIND. WE CAN BUILD A
12 TRANSFORMATIVE ACCESSIBLE PARATRANSIT SERVICE AS POSSIBLE BUT
13 THERE IS ONLY ONE CONTRACTOR OUT THERE DOING THE WORK AS WE'RE
14 TRY TO DO BETTER. THANK YOU.

15

16 **V. CHAIR, DAVID RABBITT:** ANY OTHER COMMENTS FROM THE DAIS?
17 ANYONE FROM THE PUBLIC WHO WOULD LIKE TO SPEAK ON THIS ITEM?

18

19 **CLERK OF THE BOARD:** THERE IS NO WRITTEN CORRESPONDENCE
20 RECEIVED ON THIS ITEM AND NONE IN ZOOM OR BOARDROOM WISHING TO
21 SPEAK ON THIS ITEM.

22

23 **V. CHAIR, DAVID RABBITT:** GREAT. THIS IS AN INFORMATIONAL ITEM
24 APPRECIATE THE WORK. LOOK FORWARD TO CONTINUING FORWARD.
25 MOVING TO AGENDA ITEM 4B MAPPING AND WAYFINDING PROTOTYPE



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1 IMPLEMENTATION UPDATE. I'M GOING TO TURN TO OUR EXECUTIVE
2 DIRECTOR TO LEAD US ON THIS ONE.

3

4 **ANDREW FREMIER:** THANK YOU CHAIR RABBITT ANDREW F EXECUTIVE
5 DIRECTOR THANK YOU FOR YOUR PATIENCE BEING HERE ALL DAY THIS
6 IS OUR FINAL ITEM OTHER THAN PUBLIC COMMENT. I WANT TO JUST
7 SPEND A SECOND APPRECIATING EVERYONE THAT DID COME OUT
8 YESTERDAY AT THE UNVEILING OF THE MAPPING AND WAYFINDING
9 PROTOTYPE AT EL CERRITO DEL NORTE TRANSIT STATION I WANT TO
10 COMMEND DIRECTOR LEE FIRST TIME I HAD GONE UP THAT FAR I GO ON
11 BART QUITE A BIT BUT USUALLY GET OFF AT THE PLAZA NICE
12 REFRESHED PLAZA TRULY A TRANSIT STATION WE SAW FIVE OR SIX
13 DIFFERENT TRANSIT OPERATORS, EVERYTHING IS VERY CONVENIENT TO
14 THE GATES WE ARE HONORED TO HAVE COMMISSIONER SPERING, DORENE
15 GIACOPINI, JOINED AND UNVEILED THE PROTOTYPE I WANT TO
16 CONGRATULATE JIM SPERING WHO LED THE BLUE RIBBON TRANSIT
17 RECOVERY TASK FORCE THAT REALLY HELPED SHEPHERD THE CONSENSUS
18 BUILDING THAT WAS NECESSARY TO REALLY ADOPT AND KEEP FOREFRONT
19 TRANSIT TRANSFORMATION ACTION PLAN COLLABORATION CONTINUED AND
20 PARTNERSHIP WITH THE TRANSIT AGENCIES STAKEHOLDER GROUPS AND
21 AGENCIES HELPED US COME TOGETHER AND IT WAS EVIDENT YESTERDAY
22 BY ALL THE VARIOUS GMS AND TRANSIT AGENCIES THAT WERE WITH US.
23 WE'RE COMING TOGETHER TRYING HARD TO ACCELERATE AND DELIVER
24 PROJECTS LIKE MAPPING AND WAYFINDING AND SEEING IT IN REALTIME
25 LIFE-SIZED IT WAS EXCITING, I WOULD LIKE IT THANK THE TEAMS AT



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1 BART AND MTC THAT REALLY HELPED TO SET UP THE EVENT IF
2 PARTICULAR OUR OR CHRISTINA W, WHO WAS OUT THERE ON HER
3 BIRTHDAY IN THE COLD CELEBRATING WITH US. I'LL TURN IT OVER TO
4 GORDON.

5

6 **GORDON HANSON:** GREAT. THANK YOU VERY MUCH. WE'LL WISH
7 CHRISTINA A HAPPY BELATED BIRTHDAY. HOPEFUL WE'RE GLAD TO BE
8 HERE TODAY AND PROVIDE UPDATES ABOUT OUR PROTOTYPES PROJECT
9 I'M GORDON HANSON PROJECT MANAGER FOR THIS PROJECT JOINED BY
10 JUMANA NABTI WITH BART.

11

12 **SPEAKER:** I'M THE TRANSIT OPERATOR LIAISON ON THE PROJECT.

13

14 **GORDON HANSON:** GREAT. WE'RE GOING BRING YOU UP TO SPEED ABOUT
15 THE NEW MAPS AND SIGNS THAT HAVE BEEN INSTALLED AT EL CERRITO
16 DEL NORTE BART STATION AS PART OF OUR DESIGN TESTS AS WITH
17 EVERYTHING WE BRING YOU WE'LL START BY REVISITING THE BASICS
18 ABOUT THE PROJECT. THE PRIMARY GOAL OF THE REGIONAL MAPPING
19 AND WAYFINDING PROJECT IS ABOUT RETAINING EXISTING RIDERS AND
20 AS BEST AS WE CAN BY ATTRACTING NEW RIDERS BY MAKING THE
21 SYSTEM AS EASY AS POSSIBLE TO USE. WE'RE WITH IT DEVELOPING A
22 NEW SET OF WAYFINDING SIGNS AND MAPS FOR USE AT ALL BAY AREA
23 TRANSIT LOCATIONS THE VISION IS TO PROVIDE A HARMONIZED
24 EXPERIENCE FOR RIDERS ACROSS THE REGION SO SOMEONE CAN QUICKLY
25 UNDERSTAND AND NAVIGATE TRANSIT WHEREVER THEY ARE. RIGHT NOW



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1 WE'RE IN THE PROJECT'S THIRD PHASE WHICH WILL DEVELOP, TEST,
2 AND REFINE THE NEW WAYFINDING DESIGNS. NEXT SLIDE PLEASE. WITH
3 INPUT FROM TRANSIT AGENCIES AND RIDERS WE'RE DEVELOPING THESE
4 DESIGNS BY TESTING NEW SIGNS AND MAPS AT INCREASING GEOGRAPHIC
5 SCALES. FEEDBACK FROM RIDERS AT EL CERRITO DEL NORTE AND SANTA
6 ROSA EARLY NEXT YEAR WILL HELP US UPDATE THE DESIGNS THAT WILL
7 BE INSTALLED AT AN ADDITIONAL SEVEN TRANSIT HUBS AROUND THE
8 REGION. AND ALONG BUS LINES IN THE NORTH BAY, AS PART OF THE
9 PILOT PROJECTS. WE ALSO HAVE AN UPDATE TODAY FOR YOU TO THE
10 LOCATION OF THE SANTA CLARA CAN'T PILOT PROJECT. EARLIER THIS
11 FALL, WE LEARNED THAT THE BART SILICON VALLEY PHASE TWO
12 CONSTRUCTION STARTING NEXT YEAR WILL HAVE MORE EXTENSIVE
13 IMPACT THAN WE EXPECTED AN SAN JOSE DIRIDON STATION. IN
14 CONVERSATION WITH VTA, ACE, AND THE CITY OF SAN JOSE, WE
15 IDENTIFIED A PALO ALTO TRANSIT CENTER AS THE NEW LOCATION FOR
16 THE PILOT PROJECT IN SANTA CLARA COUNTY. NEXT SLIDE PLEASE.
17 AND I'LL HAND IT OVER TO JUMANA TO GIVE MORE DETAIL ON OUR
18 PROTOTYPES.

19

20 **JUMANA NABTI:** TODAY'S FOCUS IS ON THE PROTOTYPE PROJECTS WHICH
21 ALLOWS TEST INITIAL DESIGNS WITH THE TRANSIT RIDERS AND AGENCY
22 OPERATORS STAFF AND NEW PROTOTYPE SIGNS AND MAPS AS WE HAVE
23 HEARD A COUPLE OF TIMES NOW INSTALLED AT EL CERRITO DEL NORTE
24 AND PUBLIC OUTREACH IN ENGLISH SPANISH CHINESE ALSO BEGUN
25 INCLUDING ON-SITE TEST JOURNEYS. POSTS HAVE BEEN INSTALLED



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1 THAT PROVIDE LANGUAGE TO OUR PRESENTLY WEB SITE AND ONLINE
2 SURVEY AND PEOPLE CAN TAKE THE SURVEY ONLINE EVEN IF THEY HAVE
3 NOT VISITED THE STATION. SANTA ROSA PROTOTYPE MATERIALS DESIGN
4 TESTS OF SIGNS AT POWELL STREET STATION INSTALLED NEXT YEAR
5 PROTOTYPE SIGNS MAPS REPRESENT SEVERAL ROUNDS OF COLLABORATION
6 WITH TRANSIT AGENCY PARTNERS WE'RE CONSIDERING DRAFTS OF
7 PENDING EVALUATION EFFORT. NEXT SLIDE. ALL RIGHT. SO SERVICE
8 FREQUENCY OR HOW OFTEN A BUS OR TRAIN COMES IS AN IMPORTANT
9 FACTOR IN PLANNING A TRANSIT. AGENCIES LIKE AC TRANSIT, VTA,
10 AND SFMTA CURRENTLY SHOW FREQUENCY ON THEIR MAP AND ON THEIR
11 SIGNS. BUILDING ON THESE EFFORTS WE HAVE INCLUDED SERVICE
12 FREQUENCY INFORMATION AND CONSISTENCY ACROSS NEW TRANSIT MAPS
13 AND BUS STOP SIGNS SCHEDULES. RED AND BLUE COLORS ARE USED TO
14 INDICATE MONDAY TO FRIDAY DAYTIME FREQUENCY MAKING IT EASIER
15 TO DETERMINE SERVICE LEVELS AT A GLANCE. EL CERRITO DEL NORTE
16 PROTOTYPE FEATURES DEMONSTRATES MOBILE DEVICE REALTIME TRANSIT
17 INFORMATION NEW SIGNS WITH QR CODES ARE INSTALLED AT EL
18 CERRITO DEL NORTE BUS BAYS AND GOLDEN GATE TRANSIT ROUTE 580
19 BUS STOPS BETWEEN EL CERRITO AND SAN RAFAEL CUSTOMERS WHO SCAN
20 THE CODE WILL BE BROUGHT TO THE MOBILE OPTIMIZED WEB SITE THAT
21 PROVIDES SCHEDULE AND REALTIME DEPARTURE INFORMATION AT THAT
22 STOP AT EL CERRITO DEL NORTE BUS STOPS BART TRAIN DEPARTURE
23 INFORMATION IS ALSO AVAILABLE.
24



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1 **GORDON HANSON:** WE HAVE ALSO DEVELOPED A NEW SET OF MAPS FOR
2 USE ACROSS THE REGION TRANSIT SERVICES ACROSS THE RANGE OF GEE
3 GRATIFICATION SCALES FROM THE FULL REGION ALL THE WAY DOWN TO
4 AN INDIVIDUAL TRANSIT FACILITY. THE REGIONAL TRANSIT MAP WHICH
5 WILL PROVIDE MORE DETAIL FOR YOU TODAY PROVIDES OVERVIEW OF
6 TRANSIT SERVICES AND KEY CONNECTIONS BETWEEN CITIES AND TOWNS
7 THROUGHOUT THE NINE-COUNTY BAY AREA. THE FIXED GUIDEWAY MAP
8 STILL IN DEVELOPMENT WILL DEPICT SERVICES LIKE BART AND SMART
9 WHICH OPERATE ON DEDICATED ALIGNMENTS. THE LOCAL TRANSIT MAP
10 INSTALLED AT EL CERRITO SHOWS TRANSIT AT AND AROUND A
11 PARTICULAR STATION. NEIGHBORHOOD MAP ONE-LEVEL DOWN SHOWS
12 TRANSIT SERVICE AND DESTINATIONS WITHIN SHORT WALKING OR
13 ROLLING DISTANCE OF A FACILITY. FINALLY THE CLOSEST SCALE WE
14 HAVE IS THE TRANSIT FACILITY MAP INSTALLED AT EL CERRITO WHICH
15 SHOWS CONNECTIONS AVAILABLE AT A TRANSIT HUB. NEXT SLIDE
16 PLEASE. AS WITH OUR WAYFINDING SIGNS OUR APPROACH TO MAPS IS
17 INFORMED BY THE IDEA OF PROGRESSIVE DISCLOSURE. THAT IS WHAT
18 IS THE RIGHT AMOUNT INFORMATION FOR EACH DECISION POINT. NOT
19 ALL TRANSIT SERVICES POINTS OF INTEREST OR AMENITIES CAN OR
20 SHOULD BE SHOWN ON EVERY MAP. SO MAPS MUST BALANCE LEGIBILITY
21 AND AMOUNT OF INFORMATION SHOWN AT EACH SCALE. WE DON'T WANT
22 TO OVERWHELM FOLKS WHO MAY ALREADY BE OVERWHELMED BY THE
23 PROSPECT OF A NEW JOURNEY ON TRANSIT. SIMILARLY, NOT EVERY
24 SIGN OR MAP IS APPROPRIATE IN EVERY LOCATION. SO, WE HAVE
25 CAREFULLY CONSIDERED WHERE ARE THESE NEW MAPS ARE LOCATED AT



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1 THE PROTOTYPES. NEW MAPS ARE INSTALLED ADJACENT TO ONE ANOTHER
2 SO THEY CAN BE USED TOGETHER FOR TRIP PLANNING PURPOSES. NEXT
3 SLIDE PLEASE. AS MENTIONED BEFORE, AND AS UNVEILED YESTERDAY,
4 WE'RE ESPECIALLY PROUD TO SHARE OUR NEW REGIONAL TRANSIT MAP.
5 IN FACT, WE HAVE THE COPY THAT WAS UNVEILED YESTERDAY OUT IN
6 THE ATRIUM FOR YOU TO TAKE CLOSER LOOK AT AFTER THE MEETING.
7 THE MAP IS DESIGNED FOR DISCOVERY, AWARENESS, AND CURIOSITY
8 ABOUT WHERE TRANSIT CAN TAKE YOU IN THE BAY AREA.
9 HISTORICALLY, THE REGIONAL MAP USER DIFFERENT COLORS TO
10 DESIGNATE AND DIFFERENTIATE INDIVIDUAL AGENCIES. BY CONTRAST,
11 THE NEW MAP SHOWS ALL PUBLIC TRANSIT SERVICES USING THE NEW
12 REGIONAL NETWORK ON POINT COLOR PALATE. BUS SERVICES ARE SHOWN
13 IN THE GOLDEN YELLOW COLOR, RAIL SERVICES IN DARK BLUE, AND
14 FERRIES IN LIGHT BLUE. THIS HELPS REINFORCE THAT ALL AGENCIES
15 ARE PART OF A COHESIVE AND CONNECTED BAY AREA NETWORK. THE MAP
16 SHOWS FIXED GUIDEWAY SERVICES SUCH AS TRAINS, FERRIES, AND BUS
17 RAPID TRANSIT LINES AND HIGHLIGHTS BUS ROUTES THAT CONNECT
18 TRANSIT SERVICE AREAS OR DIRECTLY SERVE TOWN AND CITY CENTERS
19 AND AIRPORTS. ADDITIONALLY, TRANSIT ROUTES THAT OPERATE AT
20 EVERY HOUR AND EVERY DAY ARE SHOWN AS THICKER LINES AND OTHER
21 ROUTES ARE SHOWN AS THINNER LINES. THE SELECTION OF ROUTES ON
22 THIS MAP WAS GUIDED BY SPECIFIC CRITERIA TO BALANCE LEGIBILITY
23 AND UTILITY FOR RIDERS ACROSS THE BAY AREA. THIS, TOO, IS A
24 DRAFT, AND SO WE WELCOME PUBLIC FEEDBACK ON THE USEFULNESS FOR
25 UNDERSTANDING BAY AREA TRANSIT. NEXT AND FINAL SLIDE, PLEASE.



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1 EARLY NEXT YEAR, WE WILL DELIVER THE SANTA ROSA PROTOTYPES, AS
2 WELL AS THE POWELL STREET DESIGN TEST, AND SYNTHESIZE PUBLIC
3 FEEDBACK ON THE NEW MAPS AND DESIGNS SO THAT IN SPRING OF NEXT
4 YEAR, WE WILL RELEASE THE VERSION ONE, WAYFINDING DESIGNS
5 BASED ON THIS FEEDBACK. AND WE'LL HAVE IT AVAILABLE FOR
6 AGENCIES THAT HAVE PIPELINE PROJECTS WITH SIGNAGE, FOR THEM TO
7 USE IN THEIR DESIGN AND PLANNING. IN 2025 AND 2026 WE'LL
8 EXPAND THE WAYFINDING SIGNS AND MAPS TO MORE LOCATIONS AROUND
9 THE REGION AS PART OF THE AFOREMENTIONED PILOT PROJECTS. HAPPY
10 TO SAY THE PILOT PLANNING WORK HAS BEGUN AND WE LOOK FORWARD
11 TO HELPING RIDERS THROUGHOUT THE REGION NAVIGATE TRANSIT MORE
12 EASILY. WITH THAT THANK YOU VERY MUCH.

13

14 **V. CHAIR, DAVID RABBITT:** THANK YOU. SORRY I MISSED YESTERDAY'S
15 FESTIVITIES. A COUPLE OF BOARD MEETINGS THAT WERE A CONFLICT.
16 COMMISSIONER SPERING?

17

18 **JAMES P. SPERING:** THANK YOU. I MENTIONED TO ALIX, AND MTC
19 EMBARKED ON MAKING THIS 27 TWIT OPERATORS SEAMLESS YOU KNOW IN
20 THE INTRODUCTION OF CLIPPER, AND I REALLY FEEL THAT THIS
21 WAYFINDING IS THE NEXT PHASE OF MAKING THE SYSTEM SEAMLESS.
22 AND WE HAVE ALL SEEN THE SIGNS ON PAPER THEN WHEN YOU SEE THEM
23 IN THE STATION IT JUST MADE YOU FEEL GOOD IT WAS COMFORTABLE,
24 THE COLORS WERE PLEASING, I MEAN IT'S JUST YOU GUYS HAVE DONE
25 A REALLY TREMENDOUS JOB BECAUSE THE RESPONSE OF PEOPLE THAT I



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1 HAVE TALKED TO REALLY EXCITED IT'S FRIENDLY, EASY TO FOLLOW,
2 JUST A GREAT JOB AND I DIDN'T REALIZE THAT DEL NORTE STATION
3 HAD BEEN REHABBED NOT VERY LONG AGO I THOUGHT YOU GUYS DID ALL
4 THAT. BUT THE SPEAKERS, ANDY, AND SUE, IT WAS JUST GREAT
5 EVENT, MELANIE, THANK YOU FOR CALLING ME AND REMINDING ME TO
6 BE THERE. THE VISUAL IMPACT IT HAS IT'S TREMENDOUS IT REALLY
7 IS IT'S DELIVERING A LOT MORE THAN WE ANTICIPATED. JUST A
8 GREAT EVENT. I'M REALLY EXCITED ABOUT DELIVERING ALL THESE
9 MAPS AND THROUGHOUT THE WHOLE SYSTEM. THANK YOU. GOOD JOB
10 STAFF.

11

12 **V. CHAIR, DAVID RABBITT:** GREAT. THANK YOU. MEMBER LEE?

13

14 **SPEAKER:** THANK YOU. ANDY THANK YOU FOR THE SHOUT OUT FOR THE
15 DEL NORTE STATION. SUCH A REGION MULTI-MODAL HUB MORE THAN
16 RICHMOND DESPITE BEING UNIFIED. A COUPLE OF YEARS AGO, WE HELD
17 AN IN-PERSON BART BOARD MEETING THERE TO SHOW OFF THE STATION,
18 THE BATHROOMS, ALL THE NEW TRANSIT ORIENTED HOUSING THAT'S
19 BEEN BUILT THERE, MY COLLEAGUES REBECCA SALTZMAN IS NOW ON THE
20 EL CERRITO CITY COUNCIL AS WELL. I HAVE A COUPLE OF COMMENTS
21 THAT MIGHT SEEM OUT OF LEFT FIELD BUT I'LL TRY TO CONNECT
22 THEM. SO I KNOW THE PROJECT GOALS ARE OUTLINED ON SLIDE THREE,
23 BUT THERE HAS BEEN A NEW ISSUE THAT'S EMERGED AT BART, WITH
24 COMMUNITY MEMBERS SEEKING STATION RENAMING. THERE ARE A LOT OF
25 REASONS FOR STATION RENAMING BUT THERE ARE CERTAIN REASONS



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1 THAT ACTUALLY MEET THE OVERALL GAIL OF MAKING TRANSIT EASIER
2 TO UNDERSTAND. I WAS WONDERING IF STATION NAMING OR TRANSIT
3 STOP RENAMING CONSISTENCY WAS EVER CONSIDERED AS PART OF THE
4 SCOPE OF THIS PROJECT?

5

6 **SPEAKER:** YES IT HAS BEEN CONSIDERED AND IT'S SOMETHING THAT WE
7 WILL BE WANTING TO LOOK AT IN THE SCOPE OF THE WHOLE SYSTEM
8 WHAT THE CRITERIA FOR THAT WOULD BE AND IT WOULD GO THROUGH
9 EACH AGENCY'S NORMAL PROCESS.

10

11 **SPEAKER:** GOT IT. YEAH. AND I THINK AS MUCH AS PART OF THIS SO,
12 OKAY, FOR DISCLOSURE HERE THE ISSUE THAT'S COME UP AT BART IS
13 SPECIFICALLY LAKE MERRITT STATION WHICH THERE IS A COMMUNITY
14 DESIRE FROM OAKLAND CHINATOWN MEMBERS TO RENAME THE STATION
15 BUT LAKE MERRITT IS NOT A GOOD GEOGRAPHIC DESCRIPTOR OF THAT
16 STATION WHATSOEVER, NOT ONLY IS LAKE MERRITT FUNNY SHAPED BUT
17 THERE ARE MULTIPLE OTHER BART STATIONS CLOSER TO LAKE MERRITT
18 STATION SO THERE'S A COMPLICATED PROCESS. PART OF THE REGIONAL
19 LEVEL CONSISTENCY, REGIONAL MULTI-MODAL HUB, TRANSIT CENTER,
20 STOP WHAT'S THE STATION, JUST A REGIONAL LOOK ABOUT THINGS TO
21 CONSIDER HISTORIC CAL WHATEVER LOCAL CONTEXT GOOD PRACTICES
22 BEST PRACTICES WITH STATION NAMING WOULD BE HELPFUL. THIS IS
23 NOT YOUR 1A PRIORITY I RECOGNIZE BUT THIS KIND OF EVER AGAIN
24 PROJECT EVEN AFTER THE PILOT IMPLEMENTATION OCCURS THAT WOULD
25 BE HELPFUL. I KNOW THIS IS FAR DOWN THE LINE TOWARDS



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1 IMPLEMENTATION WHICH IS GREAT I'M IN NO WAY SAYING SLOW DOWN
2 IMPLEMENTATION BUT IF THERE IS A DESIRE TO RENAME A TRANSIT
3 STATION THAT DECISION IS MADE BY RELEVANT TRANSIT BOARDS AND
4 CITIES HOW WOULD THE NAME CHANGE BE IMPLEMENTED AS PART OF THE
5 REGIONAL WAYFINDING AND MAPPING PROJECT?

6

7 **SPEAKER:** DUE TO THE COST OF CHANGING SIGNAGE, OF COURSE THAT'S
8 ONE OF THE HIGHER COSTS WITH A STATION NAME CHANGE, WE WOULD
9 SEEK TO DO IT AT THE TIME OF THAT STATION BEING UPDATED.

10

11 **JUMANA NABTI:** SO, YOU KNOW, THERE ARE SOME STATIONS THAT ARE
12 UPCOMING THAT WE'RE CONSIDERING THAT REQUEST. BUT WE HAVE NOT
13 FINALIZED IT. IT'S SOMETHING WE HAVE ACTUALLY DISCUSSED EVEN
14 REGARDING THE POWELL PROTOTYPE, BECAUSE THERE IS THOSE POWELL
15 STATION AND UNION STREET, UNION SQUARE, MUNI STATION, SO WOULD
16 THAT BE BENEFICIAL TO ACTUALLY COMBINE THOSE INTO A SINGLE
17 STATION. WE HAVE ALSO ENCOUNTERED THAT WITH OTHER LOCATIONS
18 WHERE, FOR EXAMPLE, THERE IS TWO STATIONS NAMED SAN BRUNO.
19 [LAUGHTER] SAN BRUNO CALTRAIN, AND SAN BRUNO BART. THAT'S
20 CONFUSING. SO, YES, WE WANT TO, IN TERMS OF COST EFFICIENCY WE
21 WOULD DEFINITELY WANT TO DO THAT AT THE TIME THOSE LOCATIONS
22 ARE UPDATED BUT IT WOULD AGAIN HAVE TO GO THROUGH THE AGENCY
23 PROCESSES.

24



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1 **SPEAKER:** YEAH. I THINK WHEREVER MTC CAN PROVIDE CLARITY THAT
2 WOULD BE GREAT. I THINK YOU NAMED A COUPLE OF HELPFUL
3 EXAMPLES, CONFLICT. MY OTHER QUESTIONS SERVE RELATED TO THIS I
4 KNOW IN THE PAST ABOUT TRANSLATIONS AND RECALL IN THE PAST, IN
5 YOUR PRESENTATION YOU MENTIONED MULTI-LINGUAL OUTREACH AND YOU
6 MENTIONED LANGUAGE ACCESSIBILITY IS INCLUDED IN THE ADVISORY
7 GROUPS THAT ARE PART OF THIS PROJECT BUT HOW ARE YOU DOING THE
8 TRANSLATION FOR THE STATION NAMES AND ROUTES. AS AN EXAMPLE,
9 AT A CANTONESE LANGUAGE FOCUS GROUP FOR SFMTA EARLIER THIS
10 WEEK, NO ONE ACTUALLY CALLS IT CENTRAL SUBWAY YOU SAY T-CAR,
11 AND LIGHT RAIL BUS OR BART I HAVE ALREADY IT'S THAT CAR OR T-
12 CAR IT'S NOT CENTRAL SUBWAY OR GEARY. WHAT KIND OF
13 TRANSLATIONS TO MAKE WAYFINDING MAKE SENSE FOR PEOPLE WHO
14 DON'T SPEAK ENGLISH?

15

16 **GORDON HANSON:** THANK YOU FOR SURFACING THAT. SO FAR THE
17 PROTOTYPES LANGUAGE TRANSLATION HAS BEEN AROUND INFORMATION
18 LARGELY PRINTED SIGNS PRINTED MAPS LARGELY MAKING SURE MTC'S
19 REQUIREMENTS ARE FOLLOWED WHICH IS ENGLISH, SPANISH, CHINESE,
20 ON ALL PROHIBITED MAPS WE HAVE INCLUDING REGIONAL MAP OUTSIDE
21 EVERYTHING HAS BEEN TRANSLATE THE LARGER QUESTION SPEAKS TO
22 YOUR OTHER QUESTION HOW CAN WE TRANSLATE DIFFERENT ROUTE
23 SERVICES OR NAMES I THINK THAT'S PART OF THE LARGER
24 CONVERSATION THAT WE NEED TO HAVE TO TRULY COOPERATE WITH
25 INDIVIDUAL TRANSIT AGENCIES. WE'RE NOT SURE YET I THINK IS THE



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1 ANSWERS. IT'S ONE OF THE THINGS I REALLY APPRECIATE ABOUT THIS
2 PROJECT IS THAT EVEN FOR THINGS THAT MAY BE THE RESPONSIBILITY
3 OF, SAY, A CONSORTIUM OF TRANSIT AGENCIES WITH FACILITATION
4 FROM MTC, THIS PROJECT IS FOCUSED ON THE CUSTOMER EXPERIENCE
5 AND THE NITTY-GRITTY OF IT SUCH THAT WE CAN SURFACE THOSE
6 ISSUES AND DISCUSS THEM TOGETHER. SO, AND THAT WILL BE ONE OF
7 THEM, I THINK.

8

9 **SPEAKER:** YEAH, AND AS YOU GET THERE, I THINK YOU SHOULD THINK
10 ABOUT THE INFRASTRUCTURE THAT'S NEEDED WHETHER IT'S LIKE
11 COMMUNITY OR WORKING WITH LIKE LOCAL HIGHER ED INSTITUTIONS
12 LIKE MORE HISTORIC LANGUAGE BASED YOU KNOW FOR TRANSLATIONS.
13 YEAH, I'M GLAD YOU WILL BE CONSIDERING THAT.

14

15 **SPEAKER:** THANK YOU.

16

17 **STEPHANIE MOULTON-PETERS:** EVERY TIME YOU PRESENT THERE IS
18 ALWAYS MORE DETAIL. IT'S GREAT TO SEE THE DESIGN IT'S VERY
19 ATTRACTIVE THESE LARGE MAPS. I LOOK FORWARD TO SEEING THE ONE
20 OUT IN THE LOBBY AND I SHARE COMMISSIONER SPERING'S ENTHUSIASM
21 FOR GOOD DESIGN. THANK YOU.

22

23 **V. CHAIR, DAVID RABBITT:** COMMISSIONER SHAW? OR MEMBER SHAW?

24



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1 **DIANE SHAW:** THANK YOU. I LAUGH BECAUSE I REMEMBER MEMBER LI
2 TALKING ABOUT LAKE MERRITT. WHEN I MOVED HERE I WANTED TO GO
3 TO THE LAKE, I FOUND OUT IT WAS NOWHERE NEAR THE LAKE. LONG
4 TIME AGO. I LIKE THE FREQUENCY COLORS YOU GUYS HAVE ADDED.
5 REALLY GOOD TOUCH. ACTUALLY HAPPY TO HEAR ABOUT THE PALO ALTO
6 PILOT. THAT'S GOT A LOT OF DIFFERENT TYPES OF AGENCIES WHAT
7 BRINGS IT MY MIND, YOU HAVE VTA, SAMTRANS, DUMBARTON EXPRESS,
8 CALTRAIN, BUT YOU ALSO STANFORD HOW ARE YOU INTEGRATING THE
9 PRIVATE LINE SUCH AS STANFORD INTO THIS.

10

11 **GORDON HANSON:** ONE OF THE THINGS WE STILL HAVE ON OUR TO DO
12 LIST TO IDENTIFY. ONE OF THE CHALLENGES IS, SO FAR, IF A
13 SERVICE IS WITHIN THE 511 NETWORK AND PROVIDING REALTIME
14 INFORMATION THROUGH 511 THEN FOR EXAMPLE, COMMUTE.ORG IN SAN
15 MATEO COUNTY THAT'S ONE OF THE AGENCIES WE'LL BE ENCOUNTERING
16 AT MILLBRAE SO IT REMAINS A QUESTIONS FOR US, FOR DISCUSSION,
17 HOW BEST TO INTEGRATE. THAT WILL COME UP AND ONE OF THE BEST
18 PARTS ABOUT THE PILOT IT'S FRONT LOADING THESE TYPES OF
19 DISCUSSIONS THAT WE NEED AT THE REGIONAL LEVEL.

20

21 **JUMANA NABTI:** YOU HAVE HEARD ME PRESENT ABOUT SHUTTLES AT BART
22 STATIONS AND HOW WE TREAT PUBLICLY AVAILABLE OPERATED -- LET
23 ME GET THAT RIGHT, PUBLICLY AVAILABLE BUT PRIVATELY OPERATED
24 SERVICES AS OPPOSED TO THOSE THAT ARE EXCLUSIVE TO THEIR OWN
25 USERS, SUCH AS EMPLOYER SHUTTLES BUT STANFORD UNIVERSITY



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1 SYSTEM IS OPEN TO THE PUBLIC SO WE HAVE CONTRACT WITH THEM AND
2 WILL BRING THEM INTO THIS PROCESS.

3

4 **V. CHAIR, DAVID RABBITT:** ANY OTHERS?

5

6 **ANDREW FREMIER:** JUST NOTICING THAT CLOVERDALE IS ON THE MAP.
7 YOU'RE WELCOME.

8

9 **V. CHAIR, DAVID RABBITT:** WE HAVE A HISTORY SOMETIMES TO TEND
10 TO LEAVE THEM OFF AS THEY REMIND US MANY TIMES. THANK YOU FOR
11 THAT. ANY OTHER COMMENTS ON THIS? JUST WANT TO SAY THANK YOU,
12 AGAIN, AND I TOTALLY AGREE WITH MY COLLEAGUES, ESPECIALLY
13 ABOUT THE ADDITIONAL DETAIL GOING FORWARD AND AGAIN, YOU KNOW,
14 A MAPPING, AESTHETICS DOES MATTER. MATTERS ALL THE TIME. BUT
15 REALLY DO APPRECIATE THE CLARITY, THE UNIFORMITY, AND YOU
16 KNOW, AT FIRST I ADMIT TO BEING A LITTLE SKEPTICAL WHEN WE
17 STARTED THIS, LIKE THERE IS A LOT OF SIGNS OUT THERE AND HOW
18 BIG OF A PROBLEM IS THAT AND WHEN YOU SEE THE PRODUCT
19 UNIFORMITY AND COMING TOGETHER AND SOME OF THE DECISIONS MADE
20 BY AGENCIES THAT REALLY DON'T HAVE ANYTHING TO DO WITH THE
21 INFORMATION PROVIDED THAT YOU DON'T NEED AT THAT PARTICULAR
22 MOMENT, GETTING ON THE BUS OR FERRY WHATEVER IT MAY BE
23 APPRECIATE THE WORK LOOKING FORWARD TO CONTINUING THE PILOT UP
24 IN SONOMA. ANYONE FROM THE PUBLIC THAT WISHES TO SPEAK ON THIS
25 ONE?



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1

2 **CLERK OF THE BOARD:** YES.

3

4 **V. CHAIR, DAVID RABBITT:** ADINA?

5

6 **ADINA LEVIN:** ALL RIGHT. ADINA LEVIN AND CHAIR OF THE REGIONAL
7 NETWORK MANAGEMENT CUSTOMER ADVISORY GROUP. AND YOU KNOW
8 REALLY GLAD TO SEE THIS IN 3D IN OUTDOOR, AND ESPECIALLY
9 INCLUDING SEEING SOME OF THE FEEDBACK THAT HAS COME IN FROM
10 THE COMMUNITY ON THIS PROJECT. YOU KNOW, BEFORE IT GOT
11 STARTED, THERE WAS ADVOCACY FROM THE DISABILITY COMMUNITY
12 BECAUSE THE INITIAL RFP WAS DONE WITHOUT MENTIONING
13 ACCESSIBILITY. BUT THE PREDECESSOR TO THIS BODY SAID WELL IT
14 NEEDS TO INCLUDE THAT ANYWAY. AND YOU KNOW, THERE IS BRAILLE
15 ON THE SIGNS AND OTHER ACCESSIBILITY AND ACCESSIBILITY
16 ADVISORY GROUPS. SO, IT'S GOD SEE THAT. YOU KNOW, THE CUSTOMER
17 ADVISORY GROUP, AND PRESUMABLY OTHER FEEDBACK TALKED ABOUT
18 MAKING SURE THAT THE FIRST AND LAST MILE OPTION SHOULD BE
19 INCLUDED AND YOU KNOW, ON THE MAPS THERE YESTERDAY THERE WERE
20 A NUMBER OF SHUTTLES AND PICK UP AND DROP OFF AND BICYCLE AND
21 SO ON SHOWING THE DISCOVERY, WHERE ARE THE DESTINATIONS THAT
22 YOU CAN GET, TO THE OHLONE GREENWAY WAS ON THE MAP, THE
23 DIFFERENT PARKS AND PLACES THAT YOU CAN GET TO. IT WAS REALLY
24 GREAT AT THE INTRO EVENT TO HEAR KATE MILLER FROM NAPA SAY
25 OKAY NOW THAT YOU HAVE -- YOU CAN COME AND TAKE TRANSIT AND



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1 COME UP TO NAPA AND BRING YOUR FAMILY AND BRING YOUR BIKES,
2 HAVING THE SYSTEM BE EASIER TO NAVIGATE HELPS, YOU KNOW,
3 EXISTING RIDERS, NEW RIDERS, AND PEOPLE WHO MIGHT USE TRANSIT
4 FOR SOMETHING THAT THEY KNOW, BUT TO DO THAT FOR TO GET TO
5 SOME NEW LOCATION AND THE WAY THAT THE SYSTEM WORKS WHERE YOU
6 CAN REALLY PAY ATTENTION TO WHERE AM I GOING AND FIND THAT
7 QUICKLY AS OPPOSED TO REALLY TRYING TO BE, LIKE, OKAY, WELL,
8 WHAT'S WESTCAT. YOU KNOW, EASILY PAYING ATTENTION TO WHERE
9 YOU'RE GOING IS EXTREMELY HELPFUL. THANK YOU.

10

11 **V. CHAIR, DAVID RABBITT:** PUBLIC COMMENT.

12

13 **CLERK OF THE BOARD:** THERE ARE NO WRITTEN COMMENTS RECEIVED FOR
14 THIS ITEM, AND NO MEMBERS IN THE BOARDROOM WITH PUBLIC COMMENT
15 AND NO MEMBERS IN THE ATTENDEE SPACE.

16

17 **V. CHAIR, DAVID RABBITT:** BRINGS US TO THE NEXT ITEM PUBLIC
18 COMMENT ON NON-AGENDAIZED. ANYONE HERE OR THERE.

19

20 **CLERK OF THE BOARD:** NO WRITTEN CORRESPOND RECEIVED ON THIS
21 ITEM AND NO ONE IN THE BOARDROOM OR ZOOM WISHING TO SPEAK ON
22 THIS ITEM.

23

24 **V. CHAIR, DAVID RABBITT:** THAT BRINGS US TO ADJOURNMENT. THE
25 NEXT MEETING OF THE REGIONAL NETWORK MANAGEMENT COMMITTEE WILL



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1 BE HELD FRIDAY JANUARY 10TH AT NOON OR THEREABOUTS. THANK YOU,
2 ALL. [ADJOURNED]
3



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