



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

Meeting Agenda

Regional Network Management Customer Advisory Group

Adina Levin, Chair
Warren Cushman, Vice Chair

Friday, April 26, 2024

1:00 PM

Board Room - 1st Floor

This meeting shall consist of a simultaneous teleconference call at the following location:
Ledding Library, 10660 SE 21st Ave., Milwaukie, OR 97222

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/86497915405>
iPhone One-Tap: US: +16699006833,,86497915405# US (San Jose)
+14086380968,,86497915405# US (San Jose)

Join by Telephone (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID: 864 9791 5405

International numbers available: <https://bayareametro.zoom.us/u/kbaftxIULO>
Detailed instructions on participating via Zoom are available at:
<https://bayareametro.zoom.us/u/kdR1hznEgA>
<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 and Warren Cushman, Vice Chair

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

1. Call to Order / Roll Call / Confirm Quorum

A quorum of the Customer Advisory Group shall be a majority of its voting members (10).

2. Compensation Announcement (Clerk)

3. Consent Calendar

3a. [24-0397](#) Minutes of the February 23, 2024 Meeting

Action: Board Approval

Attachments: [3a Minutes of the February 23, 2024 Meeting](#)

4. Information

4a. [24-0398](#) Regional Network Management Performance Measures

The Regional Network Management Council's Charter and Work Plan call for the development of new performance measures that provide insight into the experience of transit riders and an overview of transit operations in the region, and that inform the continuous improvement of the RNM framework. This item presents a proposed approach for initial RNM performance measures.

Action: Information

Presenter: Allison Quach, MTC

Attachments: [4a Summary Sheet RNM Performance Measures](#)
[4ai AttA RNM Performance Measures](#)
[4aii AttB RNM Performance Measures Presentation](#)

4b. [24-0255](#) Transformation Action Plan Action 25: Paratransit Eligibility Draft Report

Draft report on Transformation Action Plan Action 25: Adopt standardized eligibility practices for programs that benefit people with disabilities.

Action: Information

Presenter: Drennen Shelton, MTC and John Sanderson, CCCTA

Attachments: [4b. Summary Sheet Transformation Action Plan Action 25](#)
[4bi Attach A Transformation Action Plan Accessibility Initiatives](#)
[4bii. Action 25 Draft Paratransit Eligibility Action Plan](#)
[4biii. Paratransit Eligibility Presentation](#)

4c. [24-0513](#) Regional Network Management Programs Update

Verbal update on recent and upcoming activities related to the RNM Council's work plan.

Action: Information

Presenter: Allison Quach, MTC

Attachments: [4c. Summary Sheet RNM Programs Update](#)
[4ci AttA RNM Council Work Plan Progress Report](#)

5. Public Comment / Other Business

*Customer Advisory Group members and 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.*

6. Adjournment / Next Meetings

The next meeting of the Regional Network Management Customer Advisory Group will be held on Friday June 28, 2024 at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA. Any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Título VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.