

**METROPOLITAN
TRANSPORTATION
COMMISSION**
Meeting Transcript



November 19, 2021

1 **METROPOLITAN TRANSPORTATION COMMISSION**
2 **POLICY ADVISORY COUNCIL EQUITY AND ACCESS SUBCOMMITTEE**
3 **FRIDAY, NOVEMBER 19, 2021, 2:00 P.M. DAY**

4
5 **ANNE OLIVIA ELDRED, VICE CHAIR:** WE'RE CALLING TO ORDER THE
6 NOVEMBER 19TH, 2021 POLICY ADVISORY COUNCIL EQUITY & ACCESS
7 SUBCOMMITTEE. MY NAME IS ANNE OLIVIA ELDRED, I AM THE VICE
8 CHAIR. CHAIR FLOREZ IS ABSENT TODAY. YOU CAN PLEASE ROLL THE
9 ANNOUNCEMENT? [RECORDED MEETING PROCEDURES ANNOUNCEMENT] DUE
10 TO COVID-19, THIS MEETING WILL BE CONDUCTED AS A ZOOM WEBINAR
11 PURSUANT TO THE PROVISIONS OF ASSEMBLY BILL 361 WHICH SUSPENDS
12 CERTAIN REQUIREMENTS OF THE BROWN ACT. THIS MEETING IS BEING
13 WEBCAST ON THE MTC WEBSITE. THE CHAIR WILL CALL UPON
14 COMMISSIONERS, PRESENTERS, STAFF, AND OTHER SPEAKERS, BY NAME,
15 AND ASK THAT THEY SPEAK CLEARLY AND STATE THEIR NAMES BEFORE
16 GIVING COMMENTS OR REMARKS. PERSONS PARTICIPATING VIA WEBCAST
17 AND ZOOM, WITH THEIR CAMERAS ENABLED, ARE REMINDED THAT THEIR
18 ACTIVITIES ARE VISIBLE TO VIEWERS. COMMISSIONERS AND MEMBERS
19 OF THE PUBLIC PARTICIPATION BY ZOOM, WISHING TO SPEAK, SHOULD
20 USE THE RAISE HAND FEATURE OR DIAL STAR 9, AND THE CHAIR WILL
21 CALL UPON THEM AT THE APPROPRIATE TIME. TELECONFERENCE
22 ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR
23 PHONE NUMBER. IT IS REQUESTED THAT PUBLIC SPEAKERS STATE THEIR
24 NAMES AND ORGANIZATION, BUT, PROVIDING SUCH INFORMATION IS
25 VOLUNTARY. WRITTEN PUBLIC COMMENTS RECEIVED AT



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1 INFOATBAYAREAMETRO.GOV BY 5 P.M., YESTERDAY, WILL BE POSTED TO
2 THE ONLINE AGENDA AND ENTERED INTO THE RECORD, BUT WILL NOT BE
3 READ OUT LOUD. IF AUTHORS OF THE WRITTEN CORRESPONDENCE WOULD
4 LIKE TO SPEAK, THEY ARE FREE TO DO SO. THEY SHOULD RAISE
5 THEIR HAND AND THE CHAIR WILL CALL UPON THEM AT THE
6 APPROPRIATE TIME. A ROLL CALL VOTE WILL BE TAKEN FOR ALL
7 ACTION ITEMS. PANELISTS AND ATTENDEES SHOULD NOTE THAT THE
8 CHAT FEATURE IS NOT ACTIVE. IN ORDER TO GET THE FULL ZOOM
9 EXPERIENCE, PLEASE MAKE SURE YOUR APPLICATION IS UP TO DATE.

10

11 **ANNE OLIVIA ELDRED, VICE CHAIR:** THANK YOU. CAN STAFF, PLEASE
12 CALL ROLL AND CONFIRM QUORUM?

13

14 **CLERK OF THE BOARD:** WILL DO. CHAIR FLOREZ IS EXCUSED. VICE
15 CHAIR ELDRED?

16

17 **ANNE OLIVIA ELDRED:** PRESENT.

18

19 **CLERK OF THE BOARD:** MEMBER BURNETT? MR. COATES?

20

21 **RICK COATES:** HERE.

22

23 **CLERK OF THE BOARD:** MEMBER HEDGES? RICH, YOU HAVE GOT TO
24 UNMUTE YOURSELF.

25



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1 **RICHARD HEDGES:** SORRY. I WAS UNMUTED, THEN I WENT TO THE
2 AGENDA.

3

4 **CLERK OF THE BOARD:** THANK YOU. YOU'RE HERE. MEMBER HERNANDEZ?
5 MEMBER LOPEZ?

6

7 **MICHAEL LOPEZ:** HERE.

8

9 **CLERK OF THE BOARD:** MEMBER MOMOH.

10

11 **RAHMON MOMOH:** HERE.

12

13 **CLERK OF THE BOARD:** BALDINI IS EXCUSED. WELTE.

14

15 **SPEAKER:** HERE.

16

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

18

19 **VEDA FLOREZ, CHAIR:** AGENDA ITEM THREE APPROVAL OF THE OCTOBER
20 4TH, 2021 MINUTES.

21

22 **RICHARD HEDGES:** MOVE APPROVAL FOR THE OCTOBER 4TH, 2021
23 MINUTES.

24

25 **TERRY SCOTT:** SECOND.



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1

2 **VEDA FLOREZ, CHAIR:** MOTION BY HEDGES SECOND BY TERRY SCOTT.

3 ANY PUBLIC COMMENT ASSOCIATED WITH THIS ITEM?

4

5 **CLERK OF THE BOARD:** THERE ARE NO MEMBERS OF THE PUBLIC WITH
6 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED
7 ON THIS ITEM.

8

9 **ANNE OLIVIA ELDRED, VICE CHAIR:** WONDERFUL. WITH THAT, CAN YOU
10 PLEASE CONDUCT A ROLL CALL VOTE?

11

12 **CLERK OF THE BOARD:** WILL DO. CHAIR FLOREZ IS EXCUSED. VICE
13 CHAIR ELDRED.

14

15 **ANNE OLIVIA ELDRED, VICE CHAIR:** YES.

16

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

18

19 **SPEAKER:** YES. COATES?

20

21 **RICK COATES:** YES.

22

23 **CLERK OF THE BOARD:** HERNANDEZ? LOPEZ?

24

25 **MICHAEL LOPEZ:** YES.



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1

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

3

4 **RAHMON MOMOH:** YES WILSON? AND IT PASSES BY MEMBERS PRESENT.

5

6 **ANNE OLIVIA ELDRED, VICE CHAIR:** THANK YOU. ALL RIGHT. SO

7 MOVING TO AGENDA ITEM FOUR, WE HAVE THE MTC MENTORSHIP

8 INTERNSHIP PROGRAM UPDATE, WHICH IS ALWAYS EXCITING. KY-NAM

9 AND JOHN WILL PRESENT THIS ITEM. AND THIS IS PRESENTED FOR

10 YOUR INFORMATION, AND NO ACTION IS REQUIRED OF THE

11 SUBCOMMITTEE.

12

13 **TEDDY KY-NAM MILLER:** INDEED. I WILL WELCOME YOUR QUESTIONS

14 THROUGHOUT. PLEASE PUT UP THE SLIDE DECK. GOOD AFTERNOON VICE

15 CHAIR ELDRED AND MEMBERS OF THE EQUITY AND ACCESS

16 SUBCOMMITTEE. MY NAME IS KY-NAM I'M STAFF AT MTC, I'M JOINED

17 BY MY COLLEAGUE, JOHN KANNEGEISER AND WE'LL PRESENT ON THE

18 SUMMER PATHWAYS TO GOVERNMENT MENTORSHIP PROGRAM AND PATHWAYS.

19 THIS IS A PRESENTATION THAT'S GOING TO COVER THE COLLEGE

20 PROGRAM WHICH WAS CHRISTENED AS GOVERNMENT PATHWAY OF COLLEGE

21 MENTORSHIP AS WELL AS BAY AREA ACADEMY HIGHLIGHTS BOTH

22 PRESENTATIONS WILL INCLUDE ANALYSIS BASED ON FEEDBACK WE

23 RECEIVED FROM PARTICIPANTS WE'RE GOING TO WALK THROUGHOUT

24 POTENTIAL PATHS FORWARD FOR THE NEXT SUMMER WHEN WE EXPECT THE

25 PUBLIC HEALTH CIRCUMSTANCES TO BE DIFFERENT FROM TODAY. WE'LL



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1 TAKE QUESTIONS AT THE CONCLUSION BUT I ALSO INVITE YOU TO
2 RAISE YOUR HAND IF THERE IS A PARTICULAR ITEM YOU WOULD LIKE
3 TO FLAG IF YOU HAVE A QUESTION ABOUT. BEFORE I HAND IT OVER TO
4 JOHN, I WOULD LIKE TO ACKNOWLEDGE THE MEMBERS OF THE GROUP
5 COMPOSED OF STAFF FROM THE LEGISLATIVE TEAM AND HR TEAMS AND
6 TWO MEMBERS OF THE POLICY ADVISORY COUNCIL WHO STEPPED UP TO
7 CONTRIBUTE AND MAKE THE PROGRAM A SUCCESS, CYNTHIA MURRAY AND
8 CHRISTINA GOTUACO, BOTH WHO PROVIDED SPECIFIC FEEDBACK TO
9 IMPROVE THE PROGRAMS AND THE POLICY ADVISORY COUNCIL SHOULD BE
10 PROUD OF THEIR REPRESENTATION AND WORKING GROUP. YOU MAY
11 RECALL THAT THE HIGH SCHOOL PROGRAM WAS -- STAFFING CONCERNS --
12 -- WHEN THE PANDEMIC HAPPENED ALL HOPES OF HOSTING --
13 [INDISCERNIBLE] WE WERE ABLE TO SNATCH -- AND TURN THIS AROUND
14 SO IT'S A BIG COMBINATION TO MEMBERS OF THE INTERNSHIP. WITH
15 THIS SLIDE I'M GOING TO INVITE MY COLLEAGUE JOHN TO DISCUSS
16 THE COLLEGE PROGRAM. THANKS.

17

18 **JOHN KANNEGIESER:** THANKS KY-NAM. GOOD AFTERNOON EVERYBODY.
19 HAPPY THANKSGIVING. I'M GOING TO HIGHLIGHT THIS PAST YEAR'S
20 2021 PATHWAY TO GOVERNMENT COLLEGE MENTORSHIP PROGRAM. YOU CAN
21 SEE THE EMPHASIS MORE ON MENTORSHIP VERSUS TRADITIONAL
22 INTERNSHIP STUDENTS STILL HAD A JOB BUT WERE GIVEN REGULAR
23 CHECK INS WITH THEIR MANAGERS CREATED A WORK PLAN WITH THEIR
24 MENTORS WHEN THEY FIRST STARTED DURING THE INTERVIEW PROCESS
25 ONCE ON BOARD TO MAKE THIS A LEARNING EXPERIENCE AS WELL AS



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1 MENTORS ENCOURAGED TO MAKE MORE LEARNING EXPERIENCE FOR MENTES
2 VERSUS TRADITIONAL WORKING INTERNSHIP OR JOB. WE HAD SIX
3 STUDENTS ALL FROM EQUITY PRIORITY COMMUNITIES REPRESENTING THE
4 FOLLOWING SCHOOLS SONOMA STATE SAN FRANCISCO STATE UC BERKELEY
5 AND STANFORD FIVE OF THE SIX STUDENTS WERE STUDENTS OF COLOR
6 WE HAD FOUR MALE TWO FEMALE STUDENTS. STUDENTS WERE PLACED IN
7 OUR FINANCE GROUP, OUR CONTRACTS GROUP, MOBILITY GROUP, AND
8 TRANSIT PROGRAMS GROUP, TWO IN OUR TRANSIT PROGRAMS GROUP WITH
9 FPP. AND THE GOAL WAS TO EXPOSE THEM TO AS MANY DIFFERENT
10 LEADERS AS POSSIBLE. AS MANY DIFFERENT MEETINGS AS THEY COULD,
11 INSIDE AND OUTSIDE THE DEPARTMENTS. I HELD A CAREER COUNSELING
12 AND RÉSUMÉ WRITING WORKSHOP AND THEY ATTENDED OF COURSE THE
13 BAY AREA SUMMER ACADEMY WHICH WAS FOCUSED FOR THE HIGH SCHOOL
14 STUDENTS BUT KY-NAM WAS ABLE TO INVITE THEM AS WELL AND THEY
15 ALL FOUND THAT VERY REWARDING. EXCUSE ME. NEXT SLIDE PLEASE.
16 SO, JUST SOME QUICK STATS. WE DID ASK THE STUDENTS ABOUT THEIR
17 EXPERIENCE. AND AS YOU CAN SEE IT WAS EITHER VERY GOOD OR AN
18 EXCELLENT EXPERIENCE FOR THE MENTORSHIP PROGRAM AND THE
19 MENTEES. NEXT SLIDE, PLEASE. ALL THE STUDENTS WOULD STRONGLY
20 RECOMMEND THE PROGRAM TO OTHER STUDENTS IN THE FUTURE, WHICH
21 WAS VERY WELL RECEIVED. KY-NAM I'LL TURN IT BACK OVER TO YOU.
22
23 **TEDDY KY-NAM MILLER:** VERY GOOD. NEXT SLIDE. SO WITH THE BAY
24 AREA SUMMER ACADEMY WE ANTICIPATED THAT COVID WAS ONLY GOING
25 TO FOR A REMOTE LEARNING EXPERIENCE WE SET OUT TO CREATE A



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1 LEARNING MODULE BASICALLY INTRODUCTION TO REGIONAL GOVERNMENT
2 101 THAT CAN BE PEN DIDN'T ON THE IN-PERSON INTERNSHIPS
3 WHENEVER WE SHOULD RETURN TO IN-PERSON SET FOUR OBJECTIVES
4 REFLECTING ALL CORNERS OF THE BAY AREA REGION WITH A
5 PARTICULAR FOCUS ON STUDENTS COMING FROM EQUITY PRIORITY
6 COMMUNITIES WITH OUTREACH IN NORTHERN COUNTIES. WE WANTED TO
7 ADDRESS GENDER AND DEMOGRAPHIC AND GEOGRAPHIC BALANCE THAT
8 REFLECTED THE BAY AREA. YOU CAN SEE ON THE SLIDE MOST FOLKS
9 DISCLOSE THEIR HERITAGE, AND IT WAS ABOUT IN LINE WITH THE
10 DEMOGRAPHICS OF THE OVERALL REGION IN THE BAY AREA ASIAN
11 AMERICANS WERE OVERREPRESENTED OTHER FOLKS WERE PRETTY MUCH IN
12 LINE WITH THE PROGRAM. WE SAW A GOOD REPRESENTATION OF FOLKS
13 FROM UNDERSERVED COMMUNITIES AND PUBLIC SCHOOLS IN THOSE
14 COMMUNITIES APPLYING. NEXT SLIDE, PLEASE. SO, DUE, IN PART,
15 TO THE HEAVY OUTREACH WE DID IN NORTHERN COUNTIES, WE WERE
16 ABLE TO GET APPLICANTS FROM ALL NINE COUNTIES. AGENDA BREAK
17 DOWN, AGAIN, FOR THOSE JUST DISCLOSED, IT WAS SLIGHTLY MORE
18 MALE THAN FEMALE, INCLUDING 4% NON-BINARY. ACROSS THE
19 COUNTIES, YOU KNOW, AS ALAMEDA TENDS TO BE, IT WAS A BIT
20 OVERREPRESENTED. AND SIMILARLY, YOU KNOW, WE ACTUALLY GOT
21 PRETTY GOOD REPRESENTATION FROM MARIN COUNTY. AND, YOU KNOW, I
22 THINK WE COULD HAVE DONE BETTER. AND WE HOPE TO GET MORE FROM
23 SOLANO AND NAPA, BUT WE AT LEAST GET ONE FROM EACH COUNTY.
24 JUST TO GIVE YOU A SENSE OF HOW IT STARTED. WE STARTED WITH 50
25 TOTAL APPLICANTS FOR THE ENTIRE APPLICATION. THERE WAS SOME



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1 ATTRITION BASED ON PEOPLE GETTING THEIR PARENTS OR GUARDIANS
2 TO SIGN RELEASES, AND THOSE WHO HAD CONFLICTS AND WEREN'T ABLE
3 TO END UP WITH THEIR SCHEDULE WORKING OUT AND THOSE WHO COULD
4 COMPLETE THE FOUR SUCCESSIVE WEEKS OF PROGRAMMING AND
5 COMPLETE, GOING THROUGH ALL THE VARIOUS STEPS THIS WAS IN LINE
6 WITH APPLICATION RATES AS WHEN WE WERE IN-PERSON. NEXT SLIDE.
7 AS WE AIM CURRICULUM WE WANTED TO MAKE IT ENGAGING THIS WAS
8 ONLINE AND WE DIDN'T WANT IT TO BE TOP DOWN LECTURES A LOT OF
9 THE LECTURES WERE INTERSPERSED WITH QUIZZES, THERE WERE
10 PRIZES, WE USED SOME EXTERNAL PLATFORMS TO GIVE DIFFERENT
11 VIRTUAL ENVIRONMENTS WHERE THEY COULD PARTICIPATE AND LEARN
12 THE DIFFERENT WAYS. BUT THE THROUGH LINE WAS WE WANTED TO
13 LEARN SOMETHING NEW. WE WANTED THEM TO UNDERSTAND THE
14 CONNECTION BETWEEN REGIONAL GOVERNMENT AGENCIES AND THEIR OWN
15 LIVES AND NEIGHBORHOODS AND ALSO TO SEE A CLEAR PATHWAY FOR
16 THEMSELVES FROM THE DOZENS OF GUEST SPEAKERS. SO THAT LATTER
17 END, WE HAD EVERY SPEAKER, AND WE HAD DOZENS OF SPEAKERS COME
18 IN AND START OFF WITH A SEGMENT CALLED "MY PATHWAY" DESCRIBING
19 THEIR REGIONAL PATH THROUGH GOVERNMENT. WE HAD REPRESENTATIVES
20 THAT STARTED OUT IN REFUGEE CAMPS, IN THAILAND, SETTLED INTO
21 THE CENTRAL VALLEY AND NOW ARE INSPECTING CHEVRON PLANTS IN
22 RICHMOND WE HAD A GENTLEMAN WHO GREW UP IN THE SOUTH, AND
23 FOLLOWED HIS LATE MOTHER'S ADVICE AND WORK AT THE AIR
24 DISTRICT. WE HAD STUDENT PARTICIPATING IN DEPTH DISCUSSIONS ON
25 KEY ISSUES PRESENTED BY STAFF FROM ALL THE PARTICIPATING



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1 AGENCY IN THE BAY AREA AIR QUALITY MANAGEMENT DISTRICT, AND
2 EXTERNAL PARTNERS LIKE HIGH SPEED RAIL AND MY FAVORITE, MR.
3 BARRICADE, WHO MADE THE CONNECTION BETWEEN LAWS AND
4 CONCENTRATED POVERTY AND INVESTMENT, HAS 1.3 MILLION FOLLOWERS
5 ON TIK-TOK WITH RELATABLE ISSUES. A NUMBER OF STUDENTS
6 COMPLETED THE CAP STONE WE HAD MAYOR BERKELEY JESSE A JOINED
7 BY MTC VICE CHAIR JOSEFOWITZ AND MTC EXECUTIVE DIRECTOR
8 MCMILLAN GIVING PRESENTATIONS. AND STUDENTS SHARED THEIR VIDEO
9 HIGHLIGHTING THEIR FAVORITE STRATEGIES ADDRESSING THE
10 CHALLENGES IN THE REGION, CLIMATE CHANGE HOUSING COST, AND WE
11 WANTED TO MAKE SURE THE STUDENTS WERE COMPENSATED FAIRLY FOR
12 THEIR TIME WE PAID THEM \$25 PER HOUR THAT THEY PUT INTO THE
13 PROGRAM AND THEY WERE ALSO ELIGIBLE FOR PRIZES FOR THE WEEKLY
14 POP QUIZZES AND VIDEOS THAT WERE SUBMITTED. NEXT SLIDE PLEASE.
15 WE DID A SERIES OF BEFORE AND AFTER SURVEYS. AND THIS WAS
16 ACTUALLY AT CYNTHIA MURRAY'S SUGGESTION. IT WAS REALLY
17 HELPFUL. AND I JUST WANT TO HELP DECIPHER THIS SLIDE BECAUSE
18 IT'S SOMETHING VERY PARTICULAR TO THE SURVEY. THE NPS IS NET
19 PROMOTOR SCORE BASICALLY THIS MEANS ON A SCALE OF NEGATIVE 0
20 TO 100, AND WOULD PEOPLE NOT SUGGEST THEY GET INTO THE PROGRAM
21 IT'S NEGATIVE AND POSITIVE WHEN THEY ARE PROMOTING THE PROGRAM
22 WE WENT FROM NET POSITIVE SCORE OF 33 TO NET POSITIVE OF 58
23 WHICH IS QUITE STRONG. WE DID A SIMILAR SET OF TRIM LINES,
24 ASKING THEM TO RATE THEIR, SELF ASSESS THE UTILITY OF THE
25 PROGRAM FOR THEIR CAREER DEVELOPMENT KNOWLEDGE OF REGIONAL



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1 GOVERNMENT, FOR EQUITY, AND FAIR HOUSING AND EQUITY, AND
2 VARIOUS TOPICS ACROSS THE BOARD WE SAW SIGNIFICANT POSITIVE
3 METRICS. I WOULD BE HAPPY TO GO OVER THE DETAILS WITH YOU IF
4 ANY OF YOU WOULD LIKE TO SEE MORE OF IT NEXT SLIDE PLEASE.
5 THIS IS JUST ONE SAMPLE SURVEY THAT KIND OF SHOWS THAT TREND
6 LINE. IN THE GREEN, YOU CAN SEE THE QUESTION IS, HOW HELPFUL
7 WAS THE CONTENT PRESENTED AT THIS EVENT THE GREEN IS EXTREMELY
8 HELPFUL ORANGE IS SOMEWHAT HELPFUL AND ORANGE BLUE IS VERY
9 HELPFUL. WE WENT FROM THE MIDDLE, POSITIVE, AND MIGRATING, IT
10 VARIED ACROSS THE BOARD BUT WE HAVE VERY POSITIVE FEEDBACK
11 FROM THE STUDENTS. AS FAR AS THE HIGH SCHOOL PROGRAM GOES,
12 THE IDEA OF THE HOPE AND THE DESTINATION IS THAT WE HAVE THE
13 SUMMER ACADEMY CONTINUED AND THAT IT BE PAIRED WITH THE IN-
14 PERSON INTERNSHIP THAT WE HAD PREVIOUSLY OF COURSE THIS IS
15 PENDING BOTH PUBLIC HEALTH AND BUDGET CONSTRAINTS. BUT WE FEEL
16 LIKE WE HAVE DEVELOPED A MODULE THAT, NOW THAT WE HAVE DONE
17 THE LEG WORK AND WE HAVE THE TEMPLATES AND THE RELATIONSHIPS
18 AND THE WORK PLAN, WE CAN REPLICATE THIS AND GROW IT AND THEN
19 HAVE IT KIND OF LOOK A BOOK END TO THE IN-PERSON INTERNSHIP
20 EXPERIENCE WHEN THAT SHOULD RETURN. JOHN, DO YOU WANT TO KIND
21 OF WALK THROUGH THE COLLEGE BULLETS, AS WELL?

22

23 **JOHN KANNEGIESER:** SURE. YES. JUST TO KIND OF TAIL IN TO WHAT
24 YOU WERE SAYING THE GOAL IS TO HAVE A SECOND BAY AREA SUMMER
25 ACADEMY. AND ALSO TO INCLUDE THE COLLEGE STUDENTS, IN THAT



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1 ACADEMY. WE ALSO WANT TO ENHANCE THE SUMMER MENTORSHIP PROGRAM
2 BASED ON STUDENT FEEDBACK AND THAT MIGHT BE HAVING THE ACADEMY
3 EARLIER IN THE SUMMER BECAUSE THEY GOT A GREAT OVERVIEW OF MTC
4 AND WORKING IN REGIONAL GOVERNMENT AND IT KIND OF SET THE
5 STAGE FOR THEM. SO IN TERMS OF ORDER WHICH WE DO THINGS THAT
6 MIGHT BE SOME THINGS WE DIFFERENTLY THIS COMING SUMMER. ALSO
7 THE OTHERS THING WE WOULD LIKE TO DO IS HAVE A YEAR ROUND
8 INTERNSHIP PROGRAM, WE DO SOMETHING LIKE THAT RIGHT NOW IN OUR
9 FINANCE GROUP WE WOULD LIKE TO REPLICATE THAT AND LOOK AT
10 BUDGETS AND FROM A FINANCIAL PERSPECTIVE TO HAVE MENTORSHIPS
11 INTERNSHIPS MORE ON YEAR ROUND SUMMER BASIS. WE WANT TO
12 CONTINUE TO DEVELOP RELATIONSHIPS WITH THE BAY AREA AIR
13 QUALITY MANAGEMENT DISTRICT AND SAN FRANCISCO BAY AREA
14 CONSERVATION DEVELOPMENT COMMISSION AT THE SAME TIME REMAIN
15 FLEXIBLE WITH THE PROGRAMS IN 2022 WE DON'T KNOW WHAT IT WOULD
16 BE ON-SITE BUT THE GOAL WOULD BE TO BE ON-SITE FOR A POTENTIAL
17 INTERNSHIP PROGRAM WE DID FIND WE COULD DO THE BAY AREA SUMMER
18 ACADEMY AND THE COLLEGE MENTORSHIP VIA ZOOM AND ONLINE, BUT WE
19 DO FEEL THAT THE HIGH SCHOOL INTERNSHIP IF WE DID HAVE AN
20 INTERNSHIP PROGRAM DOES HAVE TO BE IN PERSON HOPING ON
21 DEPENDING WHERE WE GO WITH COVID THAT WOULD BE A POTENTIAL FOR
22 THIS NEXT COMING SUMMER AND OUR GOAL ON WOULD BE TO HAVE THAT
23 DETERMINATION IN LATE 2022 IN THE NEXT COUPLE EVER MONTHS TO
24 DETERMINE WHAT CAN BE IMPLEMENTED FOR THE NEXT PACKAGE



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1 PERSPECTIVE AND WHERE WE ARE WITH COVID. KY-NAM I'LL TURN IT
2 BACK OVER TO YOU.

3

4 **TEDDY KY-NAM MILLER:** YOU CAN PUT UP THE NEXT SLIDE. OH ANNE
5 OLIVIA IS MUTED. I CAN SEE RICK, AND MICHAEL LOPEZ.

6

7 **ANNE OLIVIA ELDRED, VICE CHAIR:** SO, BEFORE -- THAT WAS A
8 REALLY AWESOME PRESENTATION. BEFORE WE ACTUALLY GO TO THE
9 BOARD COMMENTS, STAFF, CAN YOU PLEASE READ ANY PUBLIC COMMENTS
10 RECEIVED ASSOCIATED WITH THIS ITEM INTO THE RECORD AND IF YOU
11 ARE A MEMBER OF THE PUBLIC, YOU CAN USE THE RAISED HAND
12 FEATURE OR DIAL STAR NINE TO COMMENT ON THIS ITEM.

13

14 **CLERK OF THE BOARD:** THERE WAS NO PUBLIC COMMENT RECEIVED ON
15 THIS ITEM AND THERE ARE NO MEMBERS OF THE PUBLIC WITH THEIR
16 HAND RAISED.

17

18 **ANNE OLIVIA ELDRED, VICE CHAIR:** GREAT. WITH THAT, RICK, DO YOU
19 WANT TO GO FIRST?

20

21 **RICK COATES:** YEAH. THE VIDEO INTERESTED ME. I AM WONDERING IF
22 ANY OF THE STUDENTS DID ANY VIDEOS ON ACTIVE TRANSPORTATION OR
23 ANYTHING LIKE THAT? AND ALSO, WHERE CAN WE SEE THOSE VIDEOS?
24 ARE THEY POSTED ONLINE SOMEWHERE? AND, FINALLY, MENTION OF



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1 PARTNERSHIPS WITH OTHER AGENCIES, DID YOU PARTNER WITH ANY OF
2 THE TRANSIT AGENCIES, PER SE? THREE QUESTIONS, I GUESS.

3

4 **TEDDY KY-NAM MILLER:** SURE THING. YEAH. IN TERMS OF THE
5 TRANSIT AGENCIES, THIS WAS DEFINITELY A STEP BACK FROM OUR
6 TRADITIONAL PARTNERSHIP, WHERE WE WOULD DO AN HR OUTREACH AND
7 HIRE AND PLACEMENT. I THINK THERE'S A PLACE FOR CURRICULUM
8 WHERE WE COULD GROW IT WE DID HAVE ONE AGENCY WHICH IS HIGH
9 SPEED RAIL WE HAD CALIFORNIA HIGH SPEED RAIL COME AND DO A
10 PRESENTATION BUT THERE WASN'T BART OR AC TRANSIT INVOLVED. IT
11 WAS A REALLY PACKED CURRICULUM EVEN WITH BCDC, THE AIR
12 DISTRICT, ABAG AND MTC. THE OTHER QUESTIONS ABOUT THE VIDEOS,
13 I'LL SHARE A LINK WHICH HAS A COMPILATION OF HIGHLIGHTS AND IF
14 YOU WANT TO GET INTO IT, I CAN SHARE THE FILES. THIS WAS GREAT
15 ABOUT GETTING THE RELEASE FORMS SO WE COULD SHARE THESE VIDEOS
16 BECAUSE THEY'RE REALLY FUN AND FANTASTIC. BUT THERE IS 30 OF
17 THEM SO YOU COULD GO ALL THE WAY THROUGH AND A NUMBER OF THEM
18 DID TALK ABOUT COMPLETE STREETS ONE THAT STAND OUT IS THIS KID
19 STANDING OUT SHOWING HIS COMMUTE IN A DIFFERENT FASHION AND
20 THE TRANSPORTATION MODES HE USES TO GET TO THE PENINSULA, BUT
21 EVERYONE WAS VERY CONSCIOUS ABOUT THE NEED TO INVEST IN MASS
22 TRANSIT AND MAKING THE SYSTEM SUSTAINABLE FOR THEIR OWN FUTURE
23 THERE ARE KIDS WHO RODE OUT TO THE FARTHEST EXTENSIVE OF OUR
24 REGIONAL RAIL SYSTEM JUST TO FIGURE OUT AND LEARN BY DOING. SO
25 THE KIDS REALLY TOOK ON THIS ASSIGNMENT. IT'S INSPIRING.



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1

2 **RICK COATES:** THIS IS A WONDERFUL ASSIGNMENT. AND AS A TEACHER,
3 I REALLY APPRECIATE THAT YOU ARE REACHING OUT TO THE SCHOOLS.

4

5 **TEDDY KY-NAM MILLER:** WE APPRECIATE THE PARTNERSHIP IN
6 IDENTIFYING NEW SCHOOLS AND CURRENT SCHOOLS DEFINITELY WANT TO
7 GROW OUR NETWORKS OF PARTICIPANTS.

8

9 **ANNE OLIVIA ELDRED, VICE CHAIR:** GREAT. I GUESS THAT'S ALL
10 THEN. MICHAEL?

11

12 **MICHAEL LOPEZ:** I LIKE THE HIGH SCHOOL PROGRAM IN-PERSON, AND
13 THE ZOOM EXPERIENCE BUT A QUESTION ABOUT RELATION TO
14 MENTORSHIP EXPERIENCE WITH MTC AND THE OTHER ONE HOW WOULD YOU
15 RECOMMEND MTC PATHWAYS TO GOVERNMENT MENTORSHIP PROGRAM TO
16 FRIEND OR COLLEAGUE, DID YOU FOLLOW THAT UP TO A WHY? WHY THEY
17 SAID YES VERY GOOD OR EXCELLENT IN TERMS OF THEIR RESPONSE?
18 BECAUSE I WAS WONDERING, YOU KNOW, IT GETS TO BE A LOT HARDER
19 WHEN YOU GET THE EASY QUESTION. THAT'S EASY. YOU HAVE TO SAY
20 WHY, THAT'S A LOT DIFFERENT.

21

22 **JOHN KANNEGIESER:** WE DID TRIM OUR PRESENTATION DOWN A BIT
23 BECAUSE WE HAD SOME OF THOSE QUALITATIVE REMARKS. IS SOME OF
24 THE THINGS THEY SAID WAS THE MENTORSHIP WHAT THEY GOT FROM
25 THEIR MENTORS THAT THEY TOOK IT SERIOUSLY THAT THEY REALLY



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1 CARED ABOUT THEIR EXPERIENCE THE FACT THAT THEY DID HAVE A
2 CHANCE TO LEARN AND PRACTICE VERSUS HAVE TO PERFORM A CERTAIN
3 JOB. AND LIKE I SAID, IT WAS KIND OF -- LIKE I SAID, IT WAS A
4 JOB, BUT ALSO, THE FOCUS WAS MORE ON LEARNING. THEY LOVED THE
5 ACADEMY BECAUSE THEY HAD A GREAT OVERVIEW OF WHAT THEY WERE
6 LEARNING IN THE BUSINESS ITSELF, THE AGENCY, THOSE WERE A
7 CONGLOMERATION OF FACTORS BUT QUALITATIVE.

8

9 **MICHAEL LOPEZ:** THAT'S IMPORTANT BUT THE FOLLOW UP IS AN
10 INDICATION OF WHAT THEY PERSONALLY GOT OUT OF IT.

11

12 **JOHN KANNEGIESER:** AGREED.

13

14 **ANNE OLIVIA ELDRED, VICE CHAIR:** RICH.

15

16 **RICHARD HEDGES:** THIS IS A WONDERFUL PROGRAM I HAVE ATTENDED
17 ALL THE KICK OFFS PROBABLY IN THE LAST TEN OR 12 YEARS AND ALL
18 OF THE CONCLUSIONS THAT THESE YOUNG PEOPLE ARE ALWAYS EXCITED,
19 I WAS WONDERING IT SOUND TO ME LIKE THIS PROGRAM WAS MORE LIKE
20 AN EDUCATIONAL PROGRAM THAN ACTUALLY A HAND ON PROGRAM. LIKE
21 THE MAKING OF THE VIDEOS AND I'M HOPEFUL THAT NEXT YEAR WE CAN
22 GET BACK TO MORE OF A WORKING EXPERIENCE FOR THESE YOUNG FOLKS
23 TO SEE WHAT IT'S REALLY LIKE TO ROLL UP THEIR SLEEVES AND IF I
24 AM MISINFORMED PLEASE LET ME KNOW.

25



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1 **JOHN KANNEGIESER:** THE GOAL WOULD BE TO HAVE A WORKING PROGRAM
2 FOR THE HIGH SCHOOL STUDENTS AND FOR THE ACADEMY IT'S GREAT TO
3 HAVE BOTH EDUCATION AND WORK EXPERIENCE BUT WE ARE EVALUATING
4 WHAT WE CAN DO WITH COVID AND BE IN-PERSON WITHIN OUR BUDGETS
5 AND WE SHOULD KNOW NO LATE JANUARY TO MAKE A DETERMINATION
6 BECAUSE YOU ALMOST HAVE TO PLAN FOUR OR FIVE MONTHS TO ADVANCE
7 WHAT YOU WANT TO DO FOR THAT PARTICULAR SUMMER.

8

9 **RICHARD HEDGES:** THANK YOU. THE PROGRAM ALWAYS SEEMED VERY WELL
10 PLANNED.

11

12 **TEDDY KY-NAM MILLER:** I'LL ADD ON SIMILAR TO THIS BODY I
13 STUDENTS APPRECIATED BEING ABLE TO ZOOM IN AND NOT HAVING TO
14 COME IN FROM GILROY AND NAPA AND THE VERY FAR REACHES. SO WITH
15 THE HYBRID WE CAN MAINTAIN IS OF THE LEARNING MODULES ONLINE
16 AND THEN THEY CAN GET TOGETHER WHEN IT'S SAFE PUBLICLY, FOR
17 THE CAP STONE PROGRAM FOR EXAMPLE, HAVING THE EXPERIENCE HERE
18 AND BEING ABLE TO LEARN, WITH THE LIVE EXPERIENCE.

19

20 **JOHN KANNEGIESER:** WITH OUTREACH, WE HAD PEOPLE FROM SONOMA
21 WHERE WE WOULDN'T HAVE IF IT WAS IN-PERSON.

22

23 **ANNE OLIVIA ELDRED, VICE CHAIR:** FANTASTIC. TERRY?

24



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1 **CLERK OF THE BOARD:** TERRY, I UNMUTED YOU. YOU HAVE TO UNMUTE
2 YOURSELF AGAIN.

3

4 **TERRY SCOTT:** SORRY. I UNMUTED BEFORE AND YOU ZAPPED ME BEFORE
5 I COULD GET THERE. I AGREE THIS IS A WONDERFUL PROGRAM. AND I
6 -- THE ONE QUESTION I HAVE, AND PERHAPS SOME OF THE OTHER
7 REPRESENTATIVES COULD VERBALIZE OR ARTICULATE SOME TIPS. HOW
8 DO WE GET MORE ATTENDANCE, AND WHO DO WE WORK THROUGH. I WORK
9 THROUGH THE SUPERINTENDENT SCHOOLS OFFICE AND I WAS
10 DISAPPOINTED THAT WE ONLY HAD ONE PARTICIPANT FROM THIS COUNTY
11 AND I REALIZE IT'S A SMALLER COUNTY AND WE'RE ON THE
12 OUTREACHES, BUT, STILL, DO ANY OF YOU HAVE SUGGESTIONS ON HOW
13 WE CAN IMPROVE ATTENDANCE OR AT LEAST PROVIDE BETTER
14 INFORMATION TO THE HIGH SCHOOLS IN OUR COUNTY THAT WOULD
15 POTENTIAL -- WELL, WE'RE SMALL, WE ONLY HAVE FOUR HIGH SCHOOLS
16 HERE, BUT IT WOULD SEEM TO ME THAT WE NEED MORE THAN ONE
17 REPRESENTATIVE -- OR AT LEAST I WOULD LIKE TO SEE MORE THAN
18 ONE, BECAUSE I THINK IT'S VERY EDUCATIONAL, AND THEY CAN TAKE
19 IT BACK TO THEIR INDIVIDUAL, NOT ONLY INDIVIDUAL COUNTIES, BUT
20 THEIR OWN INDIVIDUAL HIGH SCHOOLS, AND I THINK THEY CAN URGE
21 OTHERS WHO ARE UNDERCLASSMEN TO PARTICIPATE IN THE FUTURE.

22

23 **TEDDY KY-NAM MILLER:** I SHARE YOUR FRUSTRATION FOR NOT
24 ACHIEVING THE NUMBERS WE COULD HAVE IN NAPA AND THE OTHER,
25 KIND OF, THE LOCAL -- LOW REPRESENTED REGION. WE COULD



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1 ACTUALLY GET DOZENS, BUT IF WE WERE IN THE HIGH SCHOOLS WHEN,
2 YEAR IN AND YEAR OUT, AND, LIKE, DEVELOPING THOSE
3 RELATIONSHIPS. I THINK THE HIGH SCHOOLS WHERE WE HAD THE MOST
4 SUCCESS ARE PLACE WHERE IS STAFF OR MEMBERS OF THE COUNCIL HAD
5 BEEN VOLUNTEERS, AND HAD RELATIONSHIPS WITH THE
6 ADMINISTRATORS, AND THE TEACHERS. THOSE WERE THE ONES THAT
7 REALLY MADE THE CONNECTIONS. BUT NOW WHAT I'M HOPEFUL IS THAT
8 WE HAVE THESE 30 GRADS WHO ARE, LIKE, HEY, THIS WAS ACTUALLY
9 REALLY MEANINGFUL, IT WAS A GREAT INTERN EXPERIENCE, WHEN I
10 PUT IT ON MY RÉSUMÉ, AND I APPLIED I GOT PAID. THEY CAN BE OUR
11 PROMOTORS, I WANT TO WORK WITH INCOMING COUNCIL AND ALUMNI TO
12 GENERATE THIS POSITIVE EXPERIENCES. I REALLY APPRECIATE THAT.

13

14 **TERRY SCOTT:** THANK YOU.

15

16 **ANNE OLIVIA ELDRED, VICE CHAIR:** THANK YOU. THAT WAS SO GREAT.
17 AND AS A PERSON WHO HAS PERSONALLY BENEFITTED FROM AN
18 INTERNSHIP PROGRAM, I CAN ATTEST HOW MUCH THAT REALLY DOES
19 CHANGE THE COURSE OF NOT ONLY WHAT SOMEONE DOES, BUT WHAT THEY
20 BELIEVE IS POSSIBLE. AND BUILD SO MUCH MORE FAITH IN
21 UNDERSTANDING THAT GOVERNMENT IS ACTUALLY JUST MADE UP OF
22 PEOPLE, AND THAT IT'S NOT THIS WEIRD DISEMBODIED ENTITY. SO
23 I'M REALLY PLEASED WITH THAT. THANK YOU SO MUCH FOR THE WORK
24 THAT YOU ARE DOING. AND I'M ALSO REALLY INTERESTED IN THE
25 VIDEOS. IT'S QUITE COOL. SO, SEEING NO FURTHER DISCUSSION, WE



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1 WILL MOVE ON TO OUR NEXT ITEM, WHICH IS ITEM FIVE, COORDINATED
2 PUBLIC TRANSIT AND HUMAN SERVICES TRANSPORTATION PLAN, 2022
3 UPDATE. DRENNEN SHELTON WILL PRESENT THIS ITEM. THIS ITEM IS
4 PRESENTED FOR YOUR INFORMATION AND NO ACTION IS REQUIRED OF
5 THE SUBCOMMITTEE.

6

7 **DRENNAN SHELTON:** HI. THANKS FOR HAVING ME TODAY. AS YOU MAY
8 REMEMBER, MTC HAS BEGUN UPDATE AT THE REGION'S COORDINATED
9 PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN. WE CALL IT
10 THE COORDINATED PLAN FOR SHORT. THIS IS THE DOCUMENT THAT
11 SETS A BLUEPRINT FOR HOW WE PRIORITIZE FUNDING FOR THE
12 TRANSPORTATION NEEDS OF OLDER ADULTS, PEOPLE WITH DISABILITIES
13 AND LOW-INCOME POPULATIONS. SO, TODAY, I WANTED TO TELL YOU A
14 LITTLE BIT ABOUT THE BACKGROUND OF THE COORDINATED PLAN UPDATE
15 AND THEN SEEK YOUR INPUT ON PEOPLE WE CAN REACH OUT TO FOR OUR
16 ENGAGEMENT PLAN. YOU WILL RECALL THAT THE COORDINATED PLAN IS
17 A FEDERAL REQUIREMENT THAT MTC UPDATES EVERY FOUR YEARS. THE
18 LAST PLAN WAS ADOPTED IN 2018. THE PLAN FOCUSES ON THE TRAVEL
19 NEEDS OF OLDER ADULTS, LOW-INCOME POPULATIONS AND PEOPLE WITH
20 DISABILITIES. AND I KNOW MANY OF YOU ARE EXTREMELY FAMILIAR
21 WITH THIS PLAN BECAUSE I HAVE RELIED HEAVILY ON YOUR GUIDANCE
22 AND INSIGHT IN THE PAST, BUT IF YOU AREN'T FAMILIAR WITH THE
23 COORDINATED PLAN, I HIGHLY RECOMMEND THAT YOU CHECK IT OUT. IN
24 THE PLAN YOU WILL FIND REGIONAL AND COUNTY DEMOGRAPHIC
25 INFORMATION ON OLDER ADULTS PEOPLE WITH DISABILITIES AND LOW-



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1 INCOME POPULATIONS. YOU WILL ALSO FIND AN INVENTORY OF THE
2 TYPES OF TRANSPORTATION SERVICES AVAILABLE TO THESE
3 POPULATIONS, AND YOU WILL FIND A SUMMARY OF TRANSPORTATION
4 GAPS THAT THESE POPULATIONS EXPERIENCE. LASTLY, YOU WILL FIND
5 RECOMMENDATIONS BOTH PROGRAMMATIC AND POLICY FOR TRANSIT
6 AGENCIES, CITIES, COUNTIES, COUNTY TRANSPORTATION AGENCIES,
7 AND MTC TO IMPLEMENT IN ORDER TO CLOSE THOSE GAPS, AND IMPROVE
8 COORDINATION AND DELIVERING SERVICES TO THE TARGET
9 POPULATIONS. THE PLAN UPDATE IS GUIDED BY A GROUP OF
10 TECHNICAL ADVISERS, AS WELL, WHO ARE FROM AROUND THE REGION,
11 AND A LIST OF THOSE TECHNICAL ADVISERS IS IN YOUR PACKET. WE
12 OFFICIALLY KICKED OFF THE UPDATE OF THE PLAN THE LAST -- JUST
13 THIS PAST JANUARY BUT IN ALL EARNESTNESS, I HAVE BEEN DOING
14 OUTREACH TO GROUPS LIKE THE COUNTY PARATRANSIT COORDINATING
15 COUNCILS ALL LAST YEAR THROUGH 2020. OUTREACH AND ENGAGEMENT
16 IS SUCH A CRUCIAL PART OF DEVELOPING THIS PLAN, THAT I HAVE
17 FOUND IN LAST -- IN THE LAST FEW UPDATES IT'S BETTER TO GET A
18 JUMP-START ON THE OUTREACH, ON THE OUTREACH BEFORE THE UPDATE
19 ACTUALLY STARTS. IN YOUR PACKET, I INCLUDED A SCHEDULE OF
20 ACTIVITIES FOR THE PLAN UPDATE. AND I EXPECT TO BE BACK BEFORE
21 YOU LATE THIS SUMMER WITH DRAFT AND PRELIMINARY FINDINGS OF
22 THE PLAN TO GET YOUR INPUT ON THOSE. AND THIS IS WELL BEFORE
23 OUR OFFICIAL PUBLIC COMMENT PERIOD, AND OF COURSE, BEFORE WE
24 GO TO THE COMMISSION FOR ADOPTION. TODAY, THOUGH, I'M
25 INTERESTED IN HEARING FROM YOU ON WHO IT IS YOU THINK WE



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1 SHOULD BE SEEKING FOR INPUT. THESE CAN BE INDIVIDUALS IN YOUR
2 COUNTIES, AGENCIES OR OTHER STAKEHOLDERS WHO YOU THINK SHOULD
3 BE CONSULTED ON THIS PLAN UPDATE. WE ENGAGE WITH STAKEHOLDER
4 IN A NUMBER OF WAYS. I'M RECEIVING VOICEMAILS AND E-MAILS. WE
5 WILL DO INTERVIEWS WE WILL HOST FOCUS GROUPS PUBLIC MEETINGS
6 AND SEND OUT SURVEYS AS WELL. PUBLIC ENGAGEMENT IS SUCH A
7 CRUCIAL PART OF THIS PLAN. THERE IS A SAYING THAT IS PROBABLY
8 FAMILIAR TO ALL OF US BUT IT GAINED PROMINENCE IN THE
9 DISABILITY COMMUNITY AND THAT'S NOTHING ABOUT US WITHOUT US
10 AND THAT I REALLY TAKE THAT TO HEART FOR THIS PROGRAM. AND I'M
11 INTERESTED IN HEARING FROM YOU ABOUT THE SMALLER OR LESSER
12 KNOWN PROGRAMS IN YOUR COUNTIES THAT SERVE THESE TARGET
13 POPULATIONS ANYTHING WE MAY NOT BE AWARE OF, SOMETHING LIKE
14 SHUTTLE OR VOLUNTEER DRIVER PROGRAM OR DISCOUNT VOUCHER
15 PROGRAM ANYTHING LIKE THAT. THERE IS A LINK IN YOUR PACKET TO
16 THE SURVEY I HOPE YOU FILL IT OUT AND PASS IT ON TO THE REST
17 OF THE ADVISORY COUNCIL. NOW I WOULD APPRECIATE ANY GUIDANCE
18 OR INFORMATION YOU HAVE FOR COMMUNITY ENGAGEMENT AND WITH THAT
19 I'LL TURN IT BACK OVER TO ANNE OLIVIA.

20

21 **ANNE OLIVIA ELDRED, VICE CHAIR:** THANK YOU SO MUCH. I IMAGINE
22 QUITE A LOT OF FEEDBACK ON THIS ITEM. BEFORE WE DO THAT,
23 STAFF, ARE THERE ANY PUBLIC COMMENTS RECEIVED ON THIS ITEM OR
24 PUBLIC COMMENT WITH THEIR HAND RAISED?

25



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1 **CLERK OF THE BOARD:** THERE ARE NO MEMBERS OF THE PUBLIC WITH
2 THEIR HAND RAISED, AND THERE WAS NO PUBLIC COMMENT SUBMITTED
3 ON THIS ITEM.

4

5 **ANNE OLIVIA ELDRED, VICE CHAIR:** THANK YOU. ALL RIGHT. RICK?

6

7 **RICK COATES:** YEAH. I'M WONDERING IF YOU HAVE BEEN WORKING WITH
8 SOME OF THE LOCAL COMMISSIONS BY THE MANY OF THE CITIES AND
9 COUNTIES HAVE, LIKE COMMISSION ON AGING AND DISABILITIES AND
10 THE LIKE?

11

12 **DRENNAN SHELTON:** IN THE PAST WE HAVE BEEN CONNECTED WITH A FEW
13 BUT THAT'S A GOOD IDEA. THAT'S COMPREHENSIVE LIST AND WE'LL
14 ADD THAT.

15

16 **ANNE OLIVIA ELDRED, VICE CHAIR:** IS THAT IT? ALL RIGHT. SEEING
17 NO OTHER MEMBERS, I DO -- RICH, GO FOR IT THEN I'LL GO.

18

19 **RICHARD HEDGES:** DRENNEN, THANK YOU FOR DOING SUCH A GREAT JOB
20 ON THIS STUFF. I RECOMMEND YOU REACH OUT TO JEFF WITH CCAG WHO
21 MANAGES THE SCORING ON THE LIFELINE PROJECTS. PROBABLY DJ
22 CANEPA WHO IS PRESIDENT OF THE BOARD OF SUPERVISORS. HE ALSO
23 SERVES AS A COMMISSIONER FOR MTC. I WOULD ALSO REACH OUT TO
24 GINA PAPAN WHO HAS BEEN VERY ACTIVE IN COMMUNITY
25 TRANSPORTATION, IS ON THE MILLBRAE CITY COUNCIL AND SERVES AS



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1 THE REPRESENTATIVE FOR THE CITIES ON MTC. THOSE WOULD BE SOME
2 OF MY ORIGINAL. I WOULD BE HAPPY TO TALK WITH YOU ABOUT IT, AS
3 WELL, AND ALSO JOHN FORD WITH COMMUTE.ORG EVEN THOUGH THEY
4 DON'T DIRECTLY DO THOSE KINDS OF SERVICES, HE IS VERY GOOD AT
5 ORGANIZING SHUTTLES, AND HAS REALLY MODERNIZED THAT WHOLE
6 SYSTEM. SO THAT WOULD BE MY RECOMMENDATIONS JUST OFF THE TOP
7 OF MY HEAD FOR THIS MEETING. THANK YOU.

8

9 **DRENNAN SHELTON:** THANKS RICH. YOU'RE ALWAYS SUCH A GOOD HELP.
10 I APPRECIATE IT.

11

12 **RICHARD HEDGES:** THAT'S NICE OF YOU TO SAY BUT I AM REALLY
13 INVOLVED IN THIS KIND OF TRANSPORTATION.

14

15 **ANNE OLIVIA ELDRED, VICE CHAIR:** YEAH. THANK YOU, RICH. SO I
16 WOULD ENCOURAGE A LITTLE BIT OF NON-TRADITIONAL OUTREACH, BUT
17 IN ALAMEDA COUNTY WE HAVE GROUPS LIKE APALLA, AND APEN WHICH
18 DO MONOLINGUAL OUTREACH SPECIFICALLY TO ASIAN AND PACIFIC
19 ISLANDERS COMMUNITIES MANY OF THOSE FOLKS ARE NOT NECESSARILY
20 ASSOCIATED WITH OTHER ADVOCACY ORGANIZATIONS BUT NEEDS THOSE
21 SERVICES AND UTILIZE THOSE SERVICES. THERE IS ALSO GROUPS,
22 ENVIRONMENTAL JUSTICE ORGANIZATIONS AS OPPOSED TO
23 ENVIRONMENTAL ORGANIZATIONS BUT A LOT OF THE EJ GROUPS ARE
24 DEALING WITH PEOPLE WHO ARE NEGATIVELY IMPACTED BY
25 ENVIRONMENTAL FACTORS OF WEST OAKLAND ENVIRONMENTAL INDICATORS



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1 PROJECT AND A COUPLE OTHER ONES. MY STRONGEST REQUEST WOULD BE
2 TO TYPE UP A BRIEF REQUEST FOR REFERRALS IN YOUR COUNTY THAT
3 WE CAN FIND OUT FOR THE GREATER BOARD, FOR REACHING OUT TO THE
4 SMALLER GROUPS THIS IS THE KIND OF THING THAT WE SHOULD BE
5 PULLING FROM OUR MEMBERS AND WOULD BE HAPPY TO SEND THAT OUT
6 AND REALLY ENCOURAGE THEM TO PUT OUT THAT INFORMATION

7

8 **DRENNAN SHELTON:** THERE'S A LINK IN THE MEMO. DO YOU WANT
9 SOMETHING BEYOND THAT?

10

11 **ANNE OLIVIA ELDRED, VICE CHAIR:** IF THAT MEMO COULD GET SENT
12 OUT TO THE MEMBERS OF THE POLICY ADVISORY COUNCIL, THAT WOULD
13 BE GREAT. BECAUSE A LINK IN A MEMO ATTACHED TO A PACKET THAT
14 GOES TO A SUBCOMMITTEE ISN'T AS EFFECTIVE AS JUST SENDING OUT
15 AN E-MAIL SAYING SEND THESE REFERRALS FOR THESE KINDS OF
16 PROGRAMS IN YOUR AREA AND FOLKS MAY WANT TO BE INVOLVED BUT
17 MIGHT NOT BE IN A PLACE THEY'RE ACTUALLY GOING THROUGH ALL THE
18 SUBCOMMITTEE PAPERWORK AND I WILL BRING IT BACK TO THE GREATER
19 BODY AND LET THEM KNOW.

20

21 **MARTI PASCHAL:** THIS IS MARTI PASCHAL, STAFF TO THE COUNSEL. I
22 HAVE AN E-MAIL LINKED UP TO THE SURVEY AND LANGUAGE FROM THE
23 MEMO. IT WILL GO OUT TO THE ENTIRE COUNCIL AFTER THIS MEETING.

24



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1 **ANNE OLIVIA ELDRED, VICE CHAIR:** THANK YOU. RICH, YOU HAVE YOUR
2 HAND UP? YOU'RE MUTED. RICH, YOU'RE MUTED.

3

4 **CLERK OF THE BOARD:** RICH, YOU'RE MUTED.

5

6 **RICHARD HEDGES:** I COULD GIVE DRENNEN JEFFREY LACAP'S E-MAIL OR
7 I CAN E-MAIL IT IF SHE PREFERS.

8

9 **DRENNAN SHELTON:** I HAVE IT. I'M CONNECTED WITH HIM.

10

11 **RICHARD HEDGES:** HE'S GOOD.

12

13 **ANNE OLIVIA ELDRED, VICE CHAIR:** SEEING NO FURTHER DISCUSSION
14 THANK YOU VERY MUCH FOR UNDERSTANDING THE IMPORTANCE OF THAT
15 OUTREACH. NOTHING ABOUT US WITHOUT US IS GREAT.

16

17 **DRENNAN SHELTON:** THANKS.

18

19 **ANNE OLIVIA ELDRED, VICE CHAIR:** MOVING ON TO AGENDA ITEM SIX,
20 WE ARE AT THE EVALUATION OF THE REGIONAL MEANS BASED TRANSIT
21 FARE PILOT CLIPPER AND START. JUDIS SANTOS OF MTC AND THERESA
22 MCMILLAN OF NELSON AND NYGAARD WILL BE PRESENTING. NO ACTION
23 IS REQUIRED.

24



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1 **JUDIS SANTOS:** GOOD AFTERNOON EVERYONE MY NAME IS JUDIS SANTOS
2 MTC LIFELINE FUNDING PROGRAM MANAGER WITH POLICY, STARTING THE
3 EVALUATION OF THE CLIPPER START PROGRAM I'M HAPPY TO PRESENT
4 ON THE FINDINGS AND REQUEST FEEDBACK ON RESULTS AND FOCUS
5 AREAS TO EVALUATE FOR YEAR TWO. PORTIONS OF THE SLIDE DECK WAS
6 PRESENTED TO THE ADMIN COMMITTEE NOVEMBER 10TH, 2021. I'M ALSO
7 HERE WITH DR. TRACY MCMILLAN WITH NELSON NYGAARD CONSULTANT
8 WHOLE PRESENT AN OVERVIEW OF THE CLIPPER RESULTS. LYSA HALE
9 PROJECT MANAGER IS HERE TO ANSWER ANY PROGRAM DELIVERY RELATED
10 QUESTIONS. NEXT SLIDE PLEASE. A KEEP MOTIVATION BEHIND THE
11 CLIPPER START PROGRAM IS TO ADDRESS THE SYSTEMIC CHALLENGES IN
12 THE REGION RELATED TO RESIDENCE INEQUITIES EXPERIENCED BY
13 INDIVIDUALS EARNING LOW-INCOME IN OVERCOMING BARRIERS THROUGH
14 THE DISCOUNT THE PROGRAM SEEKS TO ELIMINATE COST AS A BARRIER
15 IMPROVING AFFORDABILITY TO TAKING TRANSIT THEREBY INCREASING
16 ACCESS TO JOBS HEALTH CARE AND ESSENTIAL AREAS NEEDED FOR AN
17 INDIVIDUAL TO THRIVE. NEXT SLIDE PLEASE. THE CLIPPER START
18 PROGRAM IS THREE-YEAR PILOT FOR ELIGIBLE LOW-INCOME RESIDENTS
19 AGE 19 TO 64 EARNING 200 PERCENT AT OR BELOW THE FEDERAL
20 POVERTY LEVEL SIMILAR TO OTHER GOVERNMENT SUBSIDY PROGRAMS
21 LIKE CAL-FRESH INDIVIDUALS APPLY FOR THE DISCOUNT ONLINE AT
22 CLIPPERSTARTCARD.COM OR PAPER BROCHURE THROUGH CUSTOMER
23 SERVICE ORGANIZATIONS AND SOCIAL SERVICE AGENCIES. ONCE
24 APPROVED THE INDIVIDUAL RECEIVES THEIR PERSONALIZED CLIPPER
25 START CARD VIA MAIL WITHIN 30 DAYS THE GOALS OF THE PROGRAM



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1 INCLUDE MAKING TRANSIT MORE AFFORDABLE FOR INDIVIDUALS OF LOW-
2 INCOME THE PROGRAM IS FINANCIALLY VIABILITY AND ADMINISTRATIVE
3 FEASIBLE AND THE SOLUTION MOVES TOWARD A CONSISTENT REGIONAL
4 STANDARD FOR FARE DISCOUNTS BELOW ON THE PARTICIPATING TRANSIT
5 OPERATORS PROVIDING A 20% DISCOUNT ON THE LEFT AND 50%
6 DISCOUNT ON THE RIGHT. FOUR TRANSIT OPERATORS LAUNCHED IN JULY
7 OF 2020 IDENTIFIED AS COHORT ONE AND COHORT TWO WITH 17
8 OPERATORS WAS PART OF THE EXPANSION OF THE PILOT LAUNCHING IN
9 NOVEMBER 2020 OR JANUARY 2021. MTC'S GOAL IS TO HAVE 100%
10 PARTICIPATION FROM TRANSIT OPERATORS ON THE CLIPPER SYSTEM.
11 WHILE THE SANTA CLARA VALLEY TRANSPORTATION AUTHORITY HAS ITS
12 OWN SMART PASS PROGRAM WHICH IS A DEEPLY DISCOUNTED ANNUAL
13 PASSPORT INSTITUTIONS MTC STAFF STILL SEES VALUE FOR CUSTOMERS
14 FOR PARTICIPATION IN CLIPPER START AS IT ALLOWS DISCOUNTS ON
15 COLLECTION SYSTEMS THROUGHOUT THE BAY AREA STAFF WILL CONTINUE
16 TO WORK WITH VTA ON THEIR POTENTIAL PARTICIPATION IN THE
17 PROGRAM. NEXT SLIDE PLEASE. TODAY'S RESULTS FOCUS ON HIGH-
18 LEVEL YEAR ONE OUTCOMES. THE RESULTS BUILD UPON THE VISION
19 FROM THE 2017 MEANS BASED STUDY WITH THE PROGRAM LAUNCHED IN
20 JULY 29TH, 2021 IN THE MIDDLE OF THE PANDEMIC WE WILL PRESENT
21 TO THE COMMITTEE THIS TIME NEXT YEAR TO INFORM POLICY
22 DISCUSSIONS PRIOR TO THE END OF THE PILE PILOT IN JUNE 2023 ON
23 THE CONTINUANCE OF A PERMANENT SUSTAINABLE CLIPPER START
24 PROGRAM. I'LL HAND IT OVER TO TRACY TO CONVEY THE EVALUATION
25 FRAMEWORK AND RESULTS.



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1
2 **SPEAKER:** THANK YOU VERY MUCH FOR THE OPPORTUNITY TO SPEAK WITH
3 YOU TODAY. JUDIS DISCUSSED THE PROGRAMS GOALS A MOMENT AGO
4 EVALUATION TO EXAMINE OVERALL ON GOALS ACROSS SIX OUTCOMES
5 AWARENESS MARKETING CUSTOMER EXPERIENCE FINANCIAL VIABILITY
6 ADMINISTRATIVE FEASIBILITY AFFORDABILITY AND ACCESS AND
7 MOBILITY. FOUR OF THESE OUTCOMES ARE FOCUSED ON PROGRAM
8 IMPLEMENTATION AND 24 FOCUSED ON THE PROGRAMS IMPACT ON
9 PARTICIPANTS. FOR THE EVALUATION OF THE CLIPPER START PROGRAM
10 THUS FAR, WE HAVE USED ENROLLMENT DATA, TRIP DATA, PARTICIPANT
11 FOCUS GROUPS AND SURVEYS, AGENCY DATA AND STAKEHOLDER
12 INTERVIEWS TO MEASURE PROGRESS ON THOSE OUTCOMES. IN REGARDS
13 TO THE FOCUS GROUPS, TWO WERE CONDUCTED IN FEBRUARY 2021. ONE
14 WAS AN ENGLISH LANGUAGE FOCUS GROUP AND ONE OF A CHINESE
15 LANGUAGE FOCUS GROUP AND 18 PARTNERSHIPS WERE INVOLVED IN
16 THOSE FOCUS GROUPS OVERALL. FOUR FOCUS GROUPS WERE CONDUCTED
17 JUST THIS PAST MONTH IN LATE OCTOBER, AND BASED ON THE DATA
18 THAT WE HAVE ANALYZED OVER THE PAST YEAR, THESE FOCUS GROUPS
19 WERE ENGLISH LANGUAGE FOCUSED ON INDIVIDUALS WHO IDENTIFY AS
20 WOMEN, ENGLISH LANGUAGE FOCUS GROUP OF ALL GENDER OR GENDER
21 IDENTITIES, SPANISH SPEAKING AND CHINESE SPEAKING FOCUS GROUP,
22 THERE WERE 36 PARTICIPANTS IN THOSE FOCUS GROUPS OVERALL. NEXT
23 SLIDE PLEASE. AS JUDIS MENTIONED THE PROGRAM LAUNCHED IN JULY
24 2020 IN THE MIDST OF THE PANDEMIC WHICH HAS SIGNIFICANT IMPACT
25 ON OVERALL TRANSIT RIDERSHIP IN THE REGION SINCE THE PROGRAM'S



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1 LAUNCH CLIPPER START'S RIDERSHIP HAS INCREASED AT A FASTER
2 RATE THAN RIDERSHIP IN THE BAY AREA OVERALL. THE RECENT SIX
3 MONTH AVERAGE INCREASE IS 11% WHILE CLIPPER START INCREASE IS
4 22% HIGHLIGHTING CRITICAL ROLES TRANSIT PLAYS FOR MANY BAY
5 AREA RESIDENTS THE HIGHLIGHTS OF IMPORTANCES ON PROGRAM EQUITY
6 ECONOMICS ACCESSIBILITY AND MOBILITY PROVIDING A LIFELINE FOR
7 RIDERS DURING THE PANDEMIC SHELTER-IN-PLACE. NEXT SLIDE.
8 APPROXIMATELY 7,000 PEOPLE HAVE APPLIED TO CLIPPER START TO
9 DATE 4,000 OF THOSE INDIVIDUALS ARE ACTIVE USERS OF THE
10 PROGRAM HAVING TAKEN 250,000 TRIPS IN YEAR ONE. PROGRAM UPTAKE
11 IS CURRENTLY APPROXIMATELY 3 TO 10% WHICH INDICATE THERE IS
12 MUCH ROOM FOR PROGRAM GROWTH IN THE REGION WHICH WE'LL BE
13 DISCUSSING FURTHER WHEN WE'RE CONSIDERING YEAR TWO, HOW YEAR
14 TWO WILL BE ROLLED OUT, AND EVALUATED. NEXT SLIDE, PLEASE.
15 IN TERMS OF ONE OF THESE FIRST OUTCOMES AWARENESS, AND
16 MARKETING. THE MARKETING CAMPAIGN WAS DELIVERED IN ENGLISH,
17 SPANISH, CHINESE AND TAGALOG THROUGHOUT THE BAY AREA USING
18 ADVERTISEMENTS AND WEB SITE, SOCIAL MEDIA, TRANSIT, NEWSPAPER,
19 RADIO, TV, AND E-MAIL, IN COORDINATION WITH PARTICIPATING
20 TRANSIT AGENCIES COMMUNITY BASED ORGANIZATIONS IN HUMAN AND
21 SOCIAL SERVICE THE AGENCIES. YOU CAN TELL, BY ALL OF THAT, A
22 VERY EXTENSIVE AWARENESS AND MARKETING. THE CAMPAIGN HAS BEEN
23 EFFECTIVE WITH HIGH ENROLLMENT VERIFICATION RATES IN THE
24 EQUITY PRIORITY COMMUNITIES WHICH ARE INDICATED ON THE SCREEN
25 HERE THE APPLICANT'S PROGRAM WAS FREQUENTLY THROUGH E-MAILS



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1 SOCIAL MEDIA ADVERTISING ON TRANSIT AND WORD OF MOUTH AND WE
2 SEE SOME VARIATION IN TERMS OF WHERE THEY'RE HEARING ABOUT THE
3 PROGRAM AND THEIR COMFORT IN RECEIVING INFORMATION BASED ON
4 AGE AND RACE AND ETHNICITY. APPLICANTS OVERWHELMINGLY
5 REPRESENT THE CRITICAL POPULATIONS THE PROGRAM WAS DESIGNED
6 FOR. PEOPLE WITH HOUSEHOLD INCOMES LESS THAN 20,000. WOMEN,
7 ASIAN OR HISPANIC AND LATINX ARE THE MAJORITY OF ENROLLEES.
8 ONE OF THE OUTCOMES WE'RE FOCUSED ON IS THE CUSTOMER
9 EXPERIENCE MAKING THE APPLICATION PROCESS STRAIGHT FORWARD WAS
10 AN IMPORTANT GOAL OF THE PROGRAM. ENROLLEES RATE THE
11 APPLICATION PROCESS EASY OR VERY EASY. NEXT SLIDE PLEASE. MTC
12 RESOLUTIONS ESTABLISH THE FINANCIAL STRUCTURE OF THE PILOT
13 PROGRAM WHICH IS FUNDED THROUGH A MIX OF REGIONAL FUNDS. MTC
14 SUBSIDIZES FARES UP TO 10% AND REIMBURSES TRANSIT OPERATOR
15 REVENUE UP TO 10% DURING THE PILOT. MTC TOTAL CONTRIBUTION IS
16 \$10,000 PER MONTH IN OPERATOR REIMBURSEMENT FOR YEAR ONE
17 REVENUE IMPACTS TO THE 21 TRANSIT AGENCIES PARTICIPATING IN
18 THE PILOT HAVE BEEN LOW THUS FAR IN THE PAST SIX MONTHS FARE
19 DISCOUNT COST THE AGENCY A COMBINED TOTAL OF 33,000 PER MONTH
20 OF FOREGONE REVENUE PER TRANSIT AGENCY. REFERENCES TRIPS TAKEN
21 HOWEVER REVENUE IMPACT REPRESENTS LESS THAN 1% OF EACH
22 AGENCY'S OVERALL REVENUE FOR THE FISCAL YEAR 2020. NEXT SLIDE.
23 THE DEVELOPMENT AND IMPLEMENTATION OF THE CLIPPER START
24 PROGRAM INVOLVES TEAMS ACROSS MULTIPLE PROGRAMS, INCLUDING MTC
25 TECHNOLOGY OPERATION SERVICES FUNDING POLICY PROGRAMS WITH



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1 INPUT FROM LEGAL FINANCE LEGISLATION AND PUBLIC AFFAIRS. YOU
2 ALL SHOULD SEE THE SYSTEMS MAP THAT JUDIS DREW AT THE KICKOFF
3 MEETING TO SHOW THE EXTENT OF THIS PROGRAM AND WHO WAS
4 INVOLVED. IT WAS VERY IMPRESSIVE BECAUSE THE PROGRAM DIDN'T
5 ONLY INVOLVE MTC IT INVOLVED EXTERNAL PARTNERS SUCH AS THE 21
6 TRANSIT OPERATORS PARTICIPATING IN THE PROGRAM COMMUNITY-BASED
7 ORGANIZATIONS AND HUMAN SOCIAL AGENCIES ASSISTING IN PROMOTION
8 AND ENROLLMENT COMPANIES ASSISTING WITH TECHNOLOGY, MARKETING
9 AND EVALUATION. MTC FUNDS THE ADMINISTRATIVE COST OF THE
10 PROJECT. YEAR ONE EXPENDITURES REPRESENTED APPROXIMATELY 1/3
11 OF THE THREE YEAR ADMINISTRATIVE BUDGET OF THE OVERALL
12 PROGRAM. NEXT SLIDE PLEASE. IN TERMS OF THE OUTCOMES THAT
13 FOCUSED ON PARTICIPANT IMPACT, LOOKING AT AFFORDABILITY, AS I
14 MENTIONED IT IS A KEY PARTICIPANT IMPACT OF THE CLIPPER START
15 PROGRAM AND THUS FAR THE AVERAGE FARE DISCOUNT FOR
16 PARTICIPANTS HAS BEEN A DOLLAR 20 PER TRIP, WHICH WE HAVE
17 HEARD VIA FOCUS GROUPS HAS ENABLED THE RIDERS TO TAKE MORE
18 TRANSIT TRIPS OVERALL AND SPREAD THEIR TRANSPORTATION
19 HOUSEHOLD BUDGETS FARTHER. THE TRIP RATES ARE HIGHEST AMONG
20 PARTICIPANT WHO IS REPORTED HOUSEHOLD INCOME BETWEEN 10 AND
21 \$20,000. NEXT SLIDE. IN LOOKING AT THE OUTCOME OF ACCESS AND
22 MOBILITY, PROGRAM USAGE HAS CONSISTENTLY INCREASED SINCE THE
23 PROGRAM'S LAUNCH, UP TO 10,000 WEEKLY TRIPS WERE REPORTED IN
24 JULY 2021 THE LAST MONTH OF YEAR ONE MOST TRIPS IN THE FIRST
25 YEAR OF THE PILOT PROGRAM OCCURRING ON MUNI, BART, AC TRANSIT,



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1 AND SAMTRANS. DATA SHOWS THAT WOMEN, ASIAN, OR HISPANIC ARE
2 USING THE PROGRAM AT THE HIGHEST RATES. CONTINUING ON ACCESS
3 AND MOBILITY WE FOUND THAT PROGRAM PARTICIPANTS ARE TAKING
4 AVERAGE OF 5.5 TRIPS PER WEEK WHICH HAS STEADILY INCREASED
5 OVER THE FIRST YEAR OF THE PROGRAM WHICH IS CONSISTENT WITH
6 OVERALL INCREASES OF RIDERSHIP ACROSS THE BAY AREA TRANSIT
7 SYSTEM. NOW I'LL PASS IT BACK. NEXT SLIDE.

8

9 **JUDIS SANTOS:** THANKS TRACY. YEAR ONE THE FIRST LEVEL OF
10 EVALUATION DURING COVID OFFERED VALUABLE LESSONS TO GET TO A
11 SUSTAINABLE REGIONAL PERMANENT PROGRAM THIS TABLE SHOWS KEY
12 LESSONS LEARNED CRITICAL QUESTIONS TO BE EXPLORED YEAR TWO
13 EVALUATION ACTIONS AND THE RELEVANT OUTCOMES THAT THE LESSONS
14 INFORMED. THE GENERAL EVALUATION TO YEAR ONE IS THERE IS MORE
15 TO DIVE INTO RELATED TO THE PROGRAM DESIGN AND PRACTICES BEING
16 APPLIED TO THE PILOT WE SAW THAT THERE ARE UPWARD TRENDS IN
17 OPPORTUNITIES FOR IMPROVEMENT LIKE HOW DO WE HARNESS MARKET
18 TRENDS FOCUS ON INDIVIDUALS WE ARE INTENDING TO SERVE TO BUILD
19 A SUCCESSFUL PROGRAM FOR YEAR TWO STAFF PROPOSES TO WORK WITH
20 THE TRANSIT OPERATORS TO EXAMINE DEMOGRAPHIC DATA BY TRANSIT
21 AGENCY AND TRAVEL BEHAVIOR OF THE TARGET AUDIENCES IN ADDITION
22 REFINING MARKETING AND ENGAGEMENT STRATEGIES BASED ON
23 FINDINGS. SECONDLY, WE LEARNED THAT COVID IMPACTS VARIED
24 ACROSS OPERATORS ACROSS SIZE AND GEOGRAPHY AN AREA FOR FURTHER
25 EXPLORATION IS HOW ARE WE CAPTURING LOW INCOME MARKET SHARE BY



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1 TRANSIT OPERATOR TO INFORM MTC AND TRANSIT OPERATOR DECISION
2 MAKING ON FINANCIAL SUSTAINABILITY. AND YEAR TWO WILL BUILD
3 UPON FINANCIAL UNDERSTANDING IN RESPONSE TO VARIABILITY IN
4 RECOVERY. NEXT SLIDE PLEASE. WE LEARNED THAT MOST APPLICANTS
5 AND USERS ARE VERY LOCATION, FEMALE, AND IDENTIFY AS ASIAN OR
6 HISPANIC. CRITICAL AND VERY IMPORTANT QUESTIONS TO FURTHER
7 EXPLORE HOW CAN THE PROGRAM CONTINUE TO ADDRESS GAPS IN
8 AFFORDABILITY, ACCESS, AND MOBILITY. WHY ARE SOME GROUPS USING
9 THE PROGRAM MORE THAN OTHERS YEAR TWO EXAMINE PROGRAM GAPS BY
10 DEMOGRAPHICS PARTICULARLY WITH INDIVIDUALS WE'RE REACHING THAT
11 ARE HISTORICALLY UNDERREPRESENTED IN THIS CASE THE BLACK
12 COMMUNITY, NATIVE HAWAIIAN, PACIFIC ISLANDER, AMERICAN INDIAN,
13 AND ALASKAN NATIVE, AS WELL AS UNDERSTANDING DISAGGREGATION OF
14 THE ASIAN GROUP, AND LASTLY, A MULTI-PRONGED MARKETING
15 STRATEGY I.E., BUS BADGE, RADIO, MULTILINGUAL BROCHURES REACH
16 DIVERSE AUDIENCES. FOR YEAR TWO, DIVING DEEPER TO EXISTING
17 RIDERS TO INFORM MARKETING ENGAGEMENT STRATEGIES WITH QUALITY
18 EXPERIENTIAL DATA TO STRENGTHEN THE TIES TO DEVELOP THIS
19 PARTNERSHIPS WITH COMMUNITY ROOTED ORGANIZATIONS. INFORMING
20 AND ADVANCING COMMUNITY'S OWN EQUITY INITIATIVES AND BUILD A
21 CULTURE OF LEARNING SYSTEMIC CHANGE GROUNDED IN UNITY AND
22 RESPECT. NEXT SLIDE. FOR TODAY STAFF RESPECTFULLY REQUESTS THE
23 SUBCOMMITTEE'S REFLECTIONS ON YEAR ONE IN GENERAL AND INSIGHT
24 FOCUS ON YEARS TO EVALUATE FOR YEAR TWO. THANK YOU. WE'RE
25 HAPPY TO ADDRESS COMMENTS AND QUESTIONS YOU MAY HAVE.



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1

2 **ANNE OLIVIA ELDRED, VICE CHAIR:** THANK YOU SO MUCH FOR THAT.
3 I'LL FIRST ASK IF THERE ARE ANY PUBLIC COMMENTS RECEIVED ON
4 THIS ITEM OR ANY MEMBERS OF THE PUBLIC WITH THEIR HAND RAISED.

5

6 **CLERK OF THE BOARD:** THERE WAS NO PUBLIC COMMENT SUBMITTED ON
7 THIS ITEM AND THERE IS ONE MEMBER OF THE PUBLIC WITH THEIR
8 HAND RAISED. HOW MUCH TIME WOULD YOU LIKE TO GIVE THEM?

9

10 **ANNE OLIVIA ELDRED, VICE CHAIR:** THREE MINUTES.

11

12 **CLERK OF THE BOARD:** OKAY. SETTING THE TIMER. PATRICIA? GO
13 AHEAD AND UNMUTE YOURSELF. ARE YOU THERE? I GUESS NOT.

14

15 **ANNE OLIVIA ELDRED, VICE CHAIR:** OKAY. THEN WE WILL GO TO TERRY
16 SCOTT. AND PATRICIA, IF YOU END UP HAVING YOUR COMMENT AGAIN,
17 YOU CAN RAISE YOUR HAND AGAIN, AND WE WILL CALL ON YOU.

18

19 **TERRY SCOTT:** THANK YOU. VERY INFORMATIVE PRESENTATIONS. THANK
20 YOU FOR THE INFORMATION. IN TERMS OF ADDRESSING NEW RIDERSHIP,
21 IT OCCURS TO ME THAT THE TARGET GROUP WAS, AS I RECALL, AGES
22 19 TO 64. IT WOULD SEEM TO ME THAT THERE ARE A LOT OF OLDER --
23 AND I'M -- I REPRESENT THE SENIOR COMMUNITY HERE IN MY COUNTY,
24 AND IT SEEMS TO ME A LOT OF THE OLDER PEOPLE IN THE 65 TO 75
25 OR EVEN 80 RANGE WOULD BE VERY INTERESTED IN UTILIZING A



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1 CLIPPER PROGRAM LIKE THIS. WHY IS IT NOT EXTENDED TO THEM? WHY
2 IS THE TARGET GROUP NOT EXTENDED TO THEM?

3

4 **JUDIS SANTOS:** THANK YOU FOR THAT COMMENT. SO THIS -- THIS --
5 THIS PROGRAM TARGETS 19 TO 64 BECAUSE THAT IS THE GROUP THAT
6 CURRENTLY DOES NOT HAVE A DISCOUNT ON TRANSIT, WHERE THE
7 SENIOR POPULATION CURRENTLY DOES. ^

8

9 **HAYLEY CURRIER:** ^

10

11 **LYSA HALE:** JUDIS, CAN I ADD TO THAT? THAT SENIORS GET -- MOST
12 OF THE TRANSIT OPERATORS PARTICIPATING IN THIS PROGRAM ARE
13 ONLY GIVEN A 20% DISCOUNT, SO SENIORS ACTUALLY GET A BETTER
14 DISCOUNT BY SIMPLY USING A SENIOR DISCOUNT CARD.

15

16 **TERRY SCOTT:** THANK YOU.

17

18 **ANNE OLIVIA ELDRED, VICE CHAIR:** WAS THAT ALL, RICH?

19

20 **CLERK OF THE BOARD:** GO AHEAD, RICH.

21

22 **RICHARD HEDGES:** YES. THANK YOU. YEAH, I HAVE HAD A SENIOR
23 CLIPPER CARD MORE YEARS THEY WANT TO TALK ABOUT. THIS IS A
24 GREAT PROGRAM. I THINK IT'S BEEN A LONG TIME COMING. BUT ONCE
25 WE GOT STARTED, IT REALLY HAS GONE INTO ACTION AND I



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1 APPRECIATE ALL THE WORK YOU HAVE DONE. JUST A STATEMENT. I'M
2 WORKING WITH DIANA SANDERS NOW TO TRY TO GET THE WORD OUT.
3 JUST REMINDING HRA IT'S ABOUT 50,000 PEOPLE AND THEY HAVE
4 RELATIONSHIPS WITH OTHER PEOPLE IN THE SAME COMMUNITIES AND
5 WE'RE WORKING WITH ALL THE LABOR COUNCILS. I KNOW THAT MY
6 LABOR COUNCIL IS GOING TO HAVE LEAVE LEAF LETS FOR OUR FOOD
7 DISTRIBUTION FOR ALL LAID OFF MEMBERS I THINK WE'RE GOING TO
8 END UP REACHING OUT TO WELL OVER A MILLION PEOPLE ONCE WE GET
9 THROUGH ALL THE OTHER OUTREACH. I'M REALLY STOKED ABOUT THIS
10 AND HAPPY THE PROGRAM IS GOING FORWARD.

11

12 **JUDIS SANTOS:** THANK YOU FOR YOUR COMMENTS.

13

14 **SPEAKER:** THANK YOU.

15

16 **ANNE OLIVIA ELDRED, VICE CHAIR:** RAHMOM MOMOH?

17

18 **RAHMOM MOMOH:** THANK YOU FOR THE GREAT PRESENTATION AND
19 PROGRAM. I'M NOT SURE, IN TERMS OF THE DEMOGRAPHIC INFORMATION
20 OF THE PARTICIPANTS?

21

22 **JUDIS SANTOS:** YES WE DO. WE DO HAVE THE DEMOGRAPHIC
23 INFORMATION. TRACY, DID YOU WANT TO CHIME IN ON THAT, IN
24 PARTICULAR?

25



November 19, 2021

1 **TRACY MCMILLAN:** SURE. DO YOU HAVE A PARTICULAR QUESTION ABOUT
2 THE DEMOGRAPHIC INFORMATION?

3

4 **RAHMON MOMOH:** WELL, IT COULD RACE BE RACE, GENDER, CONTRA
5 COSTA IS CONTRA COSTA AND THAT SEEMS TO BE AN AREA THAT
6 PROBABLY HAS THE LOWEST INCOME IN THE BAY AREA. SO I JUST, I
7 DON'T KNOW WHAT KIND OF INFORMATION YOU HAVE, THAT YOU COULD
8 SHARE, THAT WOULD BE GREAT. JUST MORE DETAIL?

9

10 **TRACY MCMILLAN:** YES LET ME PULL UP THE LATEST ANALYSIS BY
11 COUNTY THEN I CAN COME BACK TO YOU GIVE YOU THAT ANSWER WHILE
12 MAYBE WE GO TO THE NEXT QUESTION.

13

14 **ANNE OLIVIA ELDRED, VICE CHAIR:** WE HAVE A MEMBER OF THE PUBLIC
15 WHO HAS RERAISED THEIR HAND. MICHAEL DO YOU WANT TO GO FIRST
16 THEN WE'LL GO BACK TO PATRICIA?

17

18 **CLERK OF THE BOARD:** YOU HAVE TO UNMUTE YOURSELF.

19

20 **MICHAEL LOPEZ:** THE OTHER PERSON IS WELCOME TO GO FIRST IF
21 THEY'RE BACK.

22

23 **ANNE OLIVIA ELDRED, VICE CHAIR:** PATRICIA, WE'LL GIVE YOU THREE
24 MINUTES.

25



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1 **SPEAKER:** OKAY. AM I UNMUTED NOW?

2

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

4

5 **SPEAKER:** OKAY GREAT. SORRY. I JUST WANT TO MENTION YESTERDAY
6 BART, THE BART BOARD APPROVED THE DEVELOPMENT OF A POLICY FOR
7 CHARGING OF ELECTRIC VEHICLES AT BART STATIONS THAT HAVE
8 PARKING. AND WITH BART, A PART OF THE ISSUE IS NOT JUST THE
9 TRANSIT TRIP, BUT ALSO ACCESS TO AND FROM THE STATION. AND AS
10 PART OF THEIR EQUITY GOAL, THEY DID IDENTIFY TRYING TO PARTNER
11 WITH THE CLIPPER START PROGRAM TO THE EXTENT THAT MIGHT WORK.
12 AND DIRECTOR ROBERT RAYBURN IS ESPECIALLY INVOLVED IN TRYING
13 TO MAKE SURE THIS PROGRAM WORKS. SO, THEY MAY NOT BE READY FOR
14 YEAR TWO, BUT IT MIGHT BE WORTHWHILE TO CONTACT EITHER
15 DIRECTOR RAYBURN, OR VAL MINATI OF BART STAFF TO SEE IF THIS
16 IS A POSSIBLE CONNECTION. THANK YOU.

17

18 **CLERK OF THE BOARD:** AND THERE ARE NO OTHER MEMBERS OF THE
19 PUBLIC WITH THEIR HANDS RAISED FOR THIS ITEM

20

21 **LYSA HALE:** DID YOU WANT AN ANSWER TO THAT?

22

23 **ANNE OLIVIA ELDRED, VICE CHAIR:** YES.

24



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1 **LYSA HALE:** BART ARE THE ONES THAT ADVERTISE IN SPACE AND THE
2 ONES GIVING A 50% DISCOUNT INSTEAD OF A 20% DISCOUNT WE HAVE A
3 STAFF MEMBER ON OUR PLANNING COMMITTEE SINCE WE STARTED
4 WORKING ON THIS PROGRAM AND THEY ARE AN ACTIVE PARTICIPANT IN
5 OUR TRANSIT OPERATOR WORKING GROUP THAT DISCUSS THIS IS
6 PROGRAM SO WE ALREADY HAVE A STRONG WORKING RELATIONSHIP WITH
7 BART STAFF ON THIS PROGRAM. SO JUST TO RESPOND TO THAT.

8

9 **SPEAKER:** YOU'RE MISSING THE POINT.

10

11 **SPEAKER:** REGARDING THE APPLICANT DATA BY COUNTY, IF WE PULLED
12 UP THE PRESENTATION, AGAIN, WE DO HAVE THE SLIDE THAT SHOWS
13 THE EQUITY PRIORITY COMMUNITIES, THE APPLICANTS BY EQUITY
14 PRIORITY COMMUNITIES THROUGHOUT THE BAY AREA, SO WE HAVE SOME
15 OF THAT INFORMATION IN THE PRESENTATION.

16

17 **JUDIS SANTOS:** THE PURPLE MAP WITH THE OUTCOME AWARENESS AND
18 MARKETING THAT SHOWS APPLICATIONS BY COUNTY.

19

20 **TRACY MCMILLAN:** THAT'S SLIDE EIGHT. SO I KNOW THIS IS
21 COVERING THE BAY AREA AS A WHOLE, AND THE NINE COUNTY REGION,
22 WE LOOKED AT THE DATA BY ZIP CODE. THAT'S THE INFORMATION
23 THAT'S RECORDED ON THE APPLICATION. SO THAT'S HOW WE'RE
24 ANALYZING DATA. WE HAVEN'T AGGREGATED IT UP BY COUNTY. BUT YOU
25 CAN SEE THAT WE DO HAVE, WHILE, SAN FRANCISCO, CONSISTENTLY,



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1 THROUGHOUT THE PROGRAM, HAS -- THERE HAS BEEN ACTIVE
2 PARTICIPATING IN TERMS OF APPLICATION AND IN TERMS OF
3 RIDERSHIP, AS THE PROGRAM CONTINUED TO ROLL OUT THROUGHOUT THE
4 YEAR, APPLICATIONS AND THEN RIDERSHIP INCREASED THROUGHOUT THE
5 BAY AREA IN THE NINE COUNTY REGION. AND A SIGNIFICANT AMOUNT
6 OF, IN TERMS OF DENSITY, OF APPLICATIONS IS IN THE -- THOSE
7 INNER COUNTIES OF SAN FRANCISCO, CONTRA COSTA, AND ALAMEDA
8 COUNTIES.

9

10 **JUDIS SANTOS:** WE ALSO HAVE ON SLIDE 12 THE BREAK DOWN IN
11 DEMOGRAPHICS BY APPLICATION. SO I HOPE THAT ANSWERS YOUR
12 QUESTION.

13

14 **RAHMON MOMOH:** YES IT DOES. I'M REALLY GLAD TO SEE THE --
15 CONCENTRATION OF APPLICATIONS FROM THE EAST CONTRA COSTA AREA.
16 SO, IT'S NICE TO KNOW IT'S GOING TO WHERE IT PROBABLY HAS THE
17 MOST NEED. THANK YOU. THIS IS VERY HELPFUL.

18

19 **TRACY MCMILLAN:** ABSOLUTELY.

20

21 **ANNE OLIVIA ELDRED, VICE CHAIR:** THANK YOU TO ALL OF YOU.
22 MICHAEL AND THEN RICH.

23



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1 **MICHAEL LOPEZ:** AT THE BEGINNING OF THE PRESENTATION, IT'S
2 OBVIOUS THAT VTA IN SANTA CLARA ISN'T PARTICIPATING WHY IS
3 THAT? THEY HAVE A PROGRAM SIMILAR TO THIS?

4

5 **JUDIS SANTOS:** YES THEY HAVE AN EXISTING PROGRAM IT IS NOT LIKE
6 CLIPPER START IT'S MORE OF AN INSTITUTIONAL PASS, PASS FOR
7 INSTITUTIONS SO WE ARE CURRENTLY WORKING WITH THEM, CURRENTLY
8 WORKING WITH VTA STAFF TO GET THEM TO POTENTIALLY PARTICIPATE
9 IN THE FUTURE.

10

11 **MICHAEL LOPEZ:** SO WHEN YOU SAY INSTITUTIONS, IS THAT, LIKE,
12 GOVERNMENT?

13

14 **JUDIS SANTOS:** PARTICIPATING INSTITUTIONS, LIKE EMPLOYERS.

15

16 **MICHAEL LOPEZ:** OKAY. OKAY. WELL, THANK YOU.

17

18 **ANNE OLIVIA ELDRED, VICE CHAIR:** AND RICH?

19

20 **RICHARD HEDGES:** THANK YOU. COULD I GET YOU TO BRING THE PAGE
21 UP AGAIN WITH THE PARTICIPATING AGENCIES?

22

23 **JUDIS SANTOS:** I BELIEVE THAT'S SLIDE THREE.

24



November 19, 2021

1 **RICHARD HEDGES:** I'M GOING TAKE A SCREENSHOT OF IT BECAUSE I
2 THINK IT'S A GOOD SLIDE.

3

4 **SPEAKER:** AND RICH I'M NOTICING THE 20% DISCOUNT ISN'T OVER THE
5 LEFT BOX BUT THE DISCOUNT FOR BART AND THE AGENCIES AND COHORT
6 TWO IN THAT LEFT MOST BOX.

7

8 **LYSA HALE:** I REALIZE I MISSPOKE ABOUT BART'S DISCOUNT.

9

10 **RICHARD HEDGES:** THIS SEEMS TO WORK OUT VERY WELL ESPECIALLY
11 FOR MY COUNTY, BUT FOR THE WEST BAY, BECAUSE MOST PEOPLE WILL
12 BE ABLE TO TRAVEL MOST OF THE WAY TO THE CITY AND USE MUNI ON
13 THE 50% DISCOUNT. SO I WOULD -- LET'S SEE, IS AC TRANSIT ON
14 THE 50% OR THE 20%. YEAH. THAT'S TOO BAD. BECAUSE PEOPLE IN
15 THE EAST BAY ARE MAJOR USER OF TRANSIT I WOULD LIKE TO SEE THE
16 DISCOUNT GET DEEPER IF WE'RE EVER ALLOWED TO DO IT. GREATER
17 NEED ANYBODY WITH BELOW 52,000 A YEAR IS IN THE NUMBERS BUT
18 FOR EAST BAY I WOULD LIKE TO GET AC TRANSIT FOR THE 50%. THANK
19 YOU.

20

21 **TRACY MCMILLAN:** TODAY WE HAD A LIMITED AMOUNT OF TIME AND
22 PRESENTED A HIGH-LEVEL OVERVIEW OF THE YEAR ONE FINDINGS. AS
23 WE'RE ABLE TO DIG INTO THE DATA PARTICULARLY AS THE YEAR WENT
24 ON, AND MORE PEOPLE WERE PARTICIPATING, THERE ARE, AS JUDIS
25 WAS SAYING IN TALKING ABOUT WHAT WE CAN DO, THINKING ABOUT IT



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1 GOING INTO YEAR TWO, DIGGING -- DISAGGREGATING THE DATA BY
2 LOCATION, RACE, ETHNICITY, GENDER IDENTITY, IT'S REALLY
3 INFORMATIVE, AND, SO I THINK WILL HELP TO MAKE THE PROGRAM
4 EVEN MORE EFFECTIVE THAN IT'S BEEN THUS FAR.

5

6 **ANNE OLIVIA ELDRED, VICE CHAIR:** I REALLY WANT TO THANK YOU ALL
7 FOR A REALLY FANTASTIC PRESENTATION. I FIND IT PARTICULARLY
8 HOPEFUL THAT THE PARTICIPANTS IN THIS PROGRAM ARE RETURNING
9 TWICE AS FAST AS THE GENERAL POPULATION, AND THERE IS A NUMBER
10 OF CONTRIBUTING FACTORS TO THAT, I'M SURE, BUT IT DOES MEAN
11 THAT YOU'RE REALLY HITTING A POPULATION THAT HAS A NEED. AND I
12 HOPE THAT MOVING FORWARD WE CAN ACTUALLY RAISE THE INCOME
13 LEVEL FOR ELIGIBILITY THERE, BECAUSE FOR AN INDIVIDUAL THAT'S,
14 FEDERAL POVERTY LEVEL THIS YEAR IS LIKE 12,800 SO EVEN 2% OF
15 THAT IS EXCEPTIONALLY LOW FOR SOMEBODY LIVING IN THE BAY. BUT
16 IT'S REALLY IMPRESSIVE WHAT'S HAPPENING. AND I WAS ALSO REALLY
17 HEARTENED TO SEE HOW EASY PEOPLE FELT IT WAS TO PARTICIPATE.
18 BECAUSE THAT WILL HELP SPREAD TO OTHER MEMBERS OF THOSE SAME
19 COMMUNITIES. BECAUSE YOU TELL YOUR FRIENDS WHEN SOMETHING'S
20 EASY TO DO AND IT CAN SAVE MONEY WHEN TRAVELING THAT'S HOW IT
21 WORKS. THANK YOU VERY MUCH FOR THAT. ARE THERE ANY OTHER
22 QUESTIONS OR COMMENTS ON THIS ITEM? SEEING NONE. WE HAVE HAD
23 A VERY EFFICIENT MEETING. WE WILL MOVE ON TO AGENDA ITEM
24 SEVEN, WHICH IS NEW BUSINESS. MEMBERS OF THE SUBCOMMITTEE MAY
25 BRING UP NEW BUSINESS FOR DISCUSSION OR ADDITION TO A FUTURE



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1 AGENDA. WHAT IS IT THAT YOU WOULD LIKE US TO SEE PEOPLE?

2 RAHMON?

3

4 **RAHMON MOMOH:** I HAVE BEEN TAKE SAN FRANCISCO LATELY, AND

5 SECURITY IS REALLY BAD, AND I HAVE NOT SEEN NOTHING, LAW-

6 ENFORCEMENT OFFICERS. I WAS JUST WONDERING IS THERE TO FIND

7 OUT WHAT IS GOING ON IN TERMS OF SECURITY, PUBLIC SAFETY?

8 BECAUSE I REALLY -- I HAVE THE OPTION OF NOT TAKING BART, I

9 COULD DRIVE IN, BUT SOMEONE WITH LOCATION, AND HAS THE ONLY

10 MEANS OF TRANSPORTATION, THEY ARE CONFRONTED WITH AN EPIDEMIC

11 OF HOMELESS, YOU KNOW, NOT JUST HOMELESS, BUT IT'S

12 UNBELIEVABLE WHAT'S GOING ON RIGHT NOW. YOU KNOW? SAN

13 FRANCISCO CIVIC CENTER. SO THAT WOULD BE SOMETHING MAYBE FOR

14 FUTURE MEETINGS WE CAN DISCUSS?

15

16 **ANNE OLIVIA ELDRED, VICE CHAIR:** I WOULD ACTUALLY LIKE TO

17 PIGGYBACK ON THAT. DOWN IN -- THANK YOU FOR YOUR COMMENT

18 RAHMON. DOWN IN THE CIVIC CENTER THERE IS A FANTASTIC THING

19 WHERE NON-POLICE BASED INTERVENTION FOLKS ARE STATIONED, AND

20 THEY HAVE HAD INCREDIBLE SUCCESS. ONE OF MY BEST FRIENDS

21 STUDIO IS RIGHT THERE, AND HE WORKS RIGHT THERE EVERY DAY AND

22 HE HAS BEEN COMMENTING ON WHAT A POSITIVE INFLUENCE THESE

23 COMMUNITY-BASED GROUPS HAVE BEEN IN DOING INTERVENTION IN

24 DEESCALATION WHO ARE OUT ALL THE TIME. SO IF THERE IS -- AND I

25 KNOW THAT SIMILAR PROGRAMS ARE STARTING AS A RESPONSE, AS



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1 OPPOSED TO A PHYSICAL PRESENCE IN THE EAST BAY. SO IF THERE IS
2 A WAY TO LOOK AT INCORPORATING SOME OF THAT COMMUNITY-BASED
3 RESPONSE WITH MENTAL HEALTH FOLKS AND THOSE KIND OF THINGS,
4 THAT WOULD BE GREAT. SO, YES, WE'LL TAKE THAT FOR A FUTURE
5 AGENDA ITEM. THANK YOU RAHMON.

6

7 **RAHMON MOMOH:** A QUICK PIGGYBACK ON THAT. THOSE COMMUNITY-
8 BASED, THEY ARE THE YELLOW JACKET ARE, THEY ARE NOT AT THAT
9 STATION, THEY ARE RIGHT AROUND THE AREA BY THE LAW SCHOOL ON
10 MARKET STREET, BUT NOT AT THE STATION WHERE YOU GET DOWN TO
11 THE ESCALATOR. I WAS JUST CHOKED COULDN'T TAKE THE STAIR
12 BECAUSE THEY WERE BLOCK THE ELEVATOR SHARING THE NEEDLES AND
13 THE ESCALATOR WAS BLOCKED WHILE FIGHTING OVER DRUGS. I WAS
14 REALLY SHOCKED BY WHAT I SAW LAST FRIDAY. I HAVE TO CONFESS,
15 BUT, WHEN I GOT TO THE PLATFORM, THERE WAS NOT A SINGLE POLICE
16 OFFICER AROUND AND THERE WERE QUITE A LOT OF HOMELESS PEOPLE
17 JUST WALKING AROUND THERE. SO I DON'T KNOW IF THAT'S JUST
18 CIVIC CENTER. BUT IF IT'S --

19

20 **ANNE OLIVIA ELDRED, VICE CHAIR:** RAHMON, WE WILL DEFINITELY
21 TAKE A LOOK AT THIS ITEM. IT'S REALLY IMPORTANT. FOR SURE.

22

23 **RAHMON MOMOH:** THANK YOU SO MUCH.

24



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1 **ANNE OLIVIA ELDRED, VICE CHAIR:** ALL RIGHT. SEEING NO OTHER
2 NEW BUSINESS, AGENDA ITEM EIGHT IS PUBLIC COMMENT AND OTHER
3 BUSINESS. ILL NOW ASK THE CLERK TO READ THE NAMES OR
4 ORGANIZATIONS OF ANY GENERAL WRITTEN PUBLIC COMMENTS RECEIVED
5 BY 5:00 P.M. YESTERDAY, INTO THE RECORD, AND I WOULD ALSO ASK
6 IF THERE ARE ANY MEMBERS OF THE PUBLIC PARTICIPATING BY
7 TELECONFERENCE WITH GENERAL COMMENTS NOT RELATED TO AN ITEM ON
8 TODAY AGENDA, TO PLEASE USE THE RAISED HAND FEATURE OR DIAL
9 STAR NINE AND I'LL CALL UPON YOU TO SPEAK.

10

11 **CLERK OF THE BOARD:** THERE WAS NO WRITTEN CORRESPONDENCE
12 RECEIVED ON THIS ITEM AND THERE ARE NO MEMBERS OF THE PUBLIC
13 WITH THEIR HANDS RAISED.

14

15 **ANNE OLIVIA ELDRED, VICE CHAIR:** THAT MADE THAT REALLY EASY.
16 AGENDA ITEM NINE IS ADJOURNMENT, AND TO THE NEXT MEETING. THE