



Memorandum

MTC Memo

To:

Regional Network Management Committee (RNM)

From:

Adina Levin, RNM Customer Advisory Group Chair

Date:

March 8, 2024

Regarding:

February RNM Customer Advisory Group Report to the RNM

Introductions

I am honored to be making my first report to the Commission as the newly elected Chair of the RNM Customer Advisory Group. My name is Adina Levin, and in addition to my service on the Customer Advisory Group and its predecessors, the Transit Transformation Action Plan and the MTC Policy Advisory Council Fare Integration and Coordination Subcommittees.

I serve as the Executive Director of Friends of Caltrain, an organization dedicated to increasing the share of sustainable transportation on the Peninsula Corridor from San Francisco through San Jose. I am also co-founder and Advocacy Director of Seamless Bay Area, a nonprofit focused on achieving a world-class, high-ridership, customer-friendly, well-coordinated public transportation system for the Bay Area. As Chair, I aim to facilitate meaningful dialogue and collaboration among stakeholders to provide input from diverse customers to help guide the transformation of Bay Area Transit to be more convenient and accessible to help grow ridership and achieve the region's goals for equity and climate.

February 23, 2024 Meeting

The RNM Customer Advisory Group met on February 23, 2024. The first order of business was considering the draft RNM Customer Advisory Group Work Plan for the 2024 calendar year.

RNM Customer Advisory Group Annual Work Plan:

On February 20, 2024, RNM Committee Chair Rabbitt, Vice-Chair Noack, RNM Customer Advisory Group Vice-Chair Cushman, and I met to develop the annual work plan for the 2024 calendar year, which was subsequently brought to the RNM Customer Advisory Group at the February 23, 2024 meeting.

The 2024 Work Plan focuses on the following topics:

- Fare Integration & Coordination (including Clipper START)*
- Regional Mapping & Wayfinding
- Transit Priority
- Transit 2050+*
- Access & Mobility Work Plan*
- Transit Transformation Action Plan Update
- RNM Performance Measures

*May also be presented to the Policy Advisory Council/Equity & Access Subcommittee

The RNM Customer Advisory Group unanimously passed a motion endorsing the work plan, with the following accompanying comments to be considered as staff advance the initiatives:

- Emphasizing that the Transit Transformation Action Plan is a living document and we want to be engaged in the upcoming update of the Action Plan;
- The RNM Customer Advisory Group should be given every opportunity to weigh in early on projects and programs;
- The aim should be to advance a fully accessible transit system, including improving accessibility of the general-purpose transit system, lowering barriers at every opportunity;
- The RNM Customer Advisory Group wants to emphasize well-coordinated and equitable efforts among MTC and agencies to survey and assess rider needs and proactively engage and communicate with the public.

- The RNM Customer Advisory Group wants a focus on evaluating the performance of the Network Management structure concerning achieving customer-facing goals and efficiency, including identifying any barriers to progress.

The RNM Customer Advisory Group also received presentations, including updates on the Clipper START Pilot Program, the Clipper BayPass pilot, and the Reduce/No-Cost Transfer Policy. The RNM Customer Advisory Group was pleased to see an increased uptake of Clipper Start and is eager for the next steps that could further increase usage. We are looking forward to the next steps on the fare integration programs.

Sincerely,

A handwritten signature in black ink, appearing to read 'Adina Levin', with a stylized flourish extending to the right.

Adina Levin

RNM Customer Advisory Group Chair